MIGRANT INFORMATION CENTRE
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home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Migrant Information Centre (Eastern Melbourne)
Review of the EMR HACC CALD Network

Eastern Metropolitan Area
Home and Community Care
Culturally and Linguistically Diverse Network

EMR HACC CALD NETWORK

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This report is also available on the MIC website.

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Acknowledgements

Alzheimer's Australia Vic	Maroondah City Council
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Australian Greek Welfare	Monash City Council
Balwyn Welfare Association	Moorifields Community (Uniting Care)
Cambodian Community Welfare Centre	MS Society
Care Connect	Multi-ethnic Slavic Welfare Centre
Centre for Philippine Concerns	North West Migrant Resource Centre
Chinese Community Social Services Centre	Nunawading Hungarian Senior Citizens Club
CO AS IT	Polish Community Council of Victoria
Department of Human Services	Royal District Nursing Service
Doncare	SCOPE - Eastern Recharge Project
Dutchcare	Serbian Social Services and Support
Fronditha Care	Shire of Yarra Ranges
Indian Senior Citizen Association	Sikh Welfare Council of Victoria
Indo-Chinese Elderly Association	Sinhala Cultural Foundation
Interchange (Inner East) Association	South Central Migrant Resource Centre
Iranian Society Victoria	Tabulam and Templer Homes for the Aged
Knox City Council	Tamil Australian Friendship Society Inc.
Knox Community Health Services	Uniting Care Community Options
Knox Hungarian Senior Citizen Club	Vision Australia Foundation
Lao Elderly Association (Mitcham)	Wesley Do Care
Latvian Friendly Society	Whitehorse City Council
Manningham City Council	Whitehorse Community Health Services

Glossary

Glossary

CALD	Culturally and Linguistically Diverse
CDN	Cultural Diversity Network
CEGS	Culturally Equitable Gateway Strategies
CPT	Cultural Planning Tool
CSO	Community Service Organisation
DHS	Department of Human Services – Eastern Metropolitan Region
EMR	Eastern Metropolitan Region
ESN	Ethnic Services Network
HACC	Home and Community Care
LGA	Local Government Area
MIC	Migrant Information Centre (Eastern Melbourne)
MRC	Migrant Resource Centre
NESB	Non-English Speaking Background
PAG	Planned Activity Group
PCP	Primary Care Partnership

Executive Summary

Executive Summary

Since the inception of the Home and Community Care (HACC) Culturally and Linguistically Diverse (CALD) Network in the Eastern Region (EMR), June 2001, the network has been instrumental in providing a structure for mainstream, ethno-specific and multicultural groups to meet and interact. This has allowed key stakeholders to identify and address CALD issues, initiate partnerships, and pool knowledge and resources with the intention of improving CALD access and the quality of HACC services to culturally diverse groups. The primary aim of the review was to identify network strengths and areas to enhance its ability to support culturally responsive services.

Findings outlined in the review are a culmination of qualitative and quantitative data analysis. This includes consultations with ethno-specific, multicultural and some mainstream organisations. Representatives from the Department of Human Services (DHS), Migrant Information Centre (MIC), Ethnic Services Network (ESN) and the Cultural Diversity Network (CDN) from North West and Southern Metropolitan Regions (SMR) were also consulted, in addition to an analysis of survey responses and related literature.

To date, the network has enjoyed significant successes through the development of working groups, partnerships, and information forums targeting various language and cultural groups. Based on consultations and survey responses, members were able to identify clear strengths of the network in its continual funding, strong attendance, range of guest speakers, MIC as the central point for bringing together various organisations for collaboration and networking, and direct contact with DHS to influence change at a higher level.

While members felt that attending the network had many personal and organisational benefits, they also felt that it was time to move toward a more strategic approach in dealing with CALD issues. Groups expressed wanting more emphasis on working groups and clearer procedures to categorise, prioritise and address issues that were raised in meetings. Increased collaboration with representatives from Culturally Equitable Gateway Strategy (CEGS) and Primary Care Partnerships (PCP) was also suggested. Nonetheless, given the dynamic between mainstream and ethno-specific/multicultural groups, members' recognised limitations to the current network structure.

Some of the areas identified were varying levels of understanding of HACC services and policies, uncertainty of use of acronyms and 'jargon' among smaller ethnic groups and that meetings were dominated by mainstream attendees with ethno-specific/multicultural numbers on the decrease.

Members also indicated that meeting discussions/agenda items were not always relevant to both groups and that the meeting structure was not conducive to a high level of CALD participation.

Members indicated a need for change in meeting structure to include:

- A more open and interactive forum.
- Less intimidating format for smaller CALD groups.
- Breaking into smaller interest groups, such as 'disability', 'small ethno-specific PAG' and 'local government' to discuss relevant issues.
- Meetings to demonstrate increased support for ethnic groups to enhance the CALD voice.
- Opportunity to workshop issues within a structured format.
- More opportunity for informal relationship building between organisations.
- Change in structure to increase CALD representation.

Based on the findings of the review, two alternate meeting structures are suggested under section 8, 'Alternate Options'. Both options retain the collaboration between mainstream and ethno-specific groups, however, with less frequent meetings. Option 1 comprises an altered structure of three core meetings, a half-day planning workshop and a working group component for ethnic groups to meet 2 - 3 times per year between network meetings. Option 2 comprises a similar model but divides the four core meetings between two 'mixed' meetings (mainstream and ethno-specific attendees) and two meetings with ethno-specific groups only. Both options are discussed in greater detail with an analysis of benefits and potential limitations for options 1 and 2. Alternate meeting structures are presented to correspond with, and address, the varying needs within the network and ultimately, to increase support for ethno-specific and multicultural groups.

Introduction and Background

1. Introduction & Background

1.1 Introduction to Home and Community Care (HACC)

The Home and Community Care (HACC) Program is funded jointly by Commonwealth, State and Territory Governments, providing basic support and maintenance to people living at home whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long term residential care. The HACC Program is targeted to frail older people, younger people with disabilities and their carers. Within this broad target group, one of the five special need groups identified as experiencing difficulties in accessing appropriate services included culturally and linguistically diverse (CALD) community groups.[1]

In response, one of a number of new initiatives that took place in the Eastern Metropolitan Region (EMR) to increase access for people from CALD backgrounds was the development of the HACC CALD Network. Ultimately, the intention was to improve access to, and support the delivery of a more responsive service design to better meet the needs of culturally diverse groups in the eastern region.

1.2 Background of the HACC CALD Network

The HACC CALD network has been in operation since June 2001 and is now funded on a recurrent basis under 'Service System Resourcing' through the Department of Human Services (DHS) to the Migrant Information Centre (Eastern Melbourne) (MIC). Prior to its inception however, the network was preceded by extensive consultations with ethno-specific and multicultural groups/organisations and mainstream HACC service providers.

This initial consultation phase conducted by the equity and access worker from MIC included 120 people from 23 ethno-specific groups and marked an important process in laying the foundations and informing the development of the network. This initial review set out to answer the following questions:

- Should a network be created that comprises ethno-specific organisations only, to share experiences and provide a stronger voice for ethnic communities?
- Should such a network comprise ethno-specific and mainstream organisations with an agenda to look at ethnic issues?

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[1] Victorian Government Department of Human Services, *Victorian Home and Community Care (HACC) Program Manual,* February 2003

In addition, the survey was collecting comments about:

- The kind of network arrangements which would most effectively facilitate input from ethno-specific organisations, and
- Whether organisations would wish to participate in network activities.

Recommendations from this consultation process suggested the meeting structure to comprise of:

- Ethno-specific organisation with worker support.
- Ethno-specific groups/clubs with volunteers only.
- Mainstream HACC funded organisation.
- Representatives from DHS.

Following the decision that the network would include representatives from both mainstream and ethno-specific groups, network aims and objectives were then developed and endorsed by members at the first network meeting held in June 2001. At this initial meeting there were a total of 28 members representing 8 ethno-specific and 15 mainstream organisations.

1.3 The Network – To Date

Since this time, the network has expanded to include 62 representatives from ethno-specific, multicultural and mainstream organisations that offer services within the EMR including Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges.

Across these Local Government Areas (LGA), those with the largest "non-English speaking (NESB) population" are Manningham (35% of the total population) and Monash (34%), while the Shire of Yarra Ranges (5%) has the smallest NESB population.[2] Overall, 20% of people in the eastern region speak a language other than English at home representing 190 countries.

The MIC plays a key role in the process of bringing together various groups from across the region, being a key resource for information and assistance, and facilitating change. MIC employs one equity and access worker who resources and provides administrative support to the network, while the manager of MIC chairs the meetings.

The overarching objective of the network is to identify ethnic issues related to HACC service planning and delivery and to develop and implement strategies to meet the identified needs. Nonetheless, given the diversity of groups represented and the complexity of CALD issues, network objectives remain multifaceted.

Review Objectives and Methodology

2. Review Objectives and Methodology

The broad objectives for the review, as set out by the HACC CALD Network, were to assess whether the Network has met its original aims from the perspective of the CALD sector and more generally from mainstream HACC service providers.

The review was also to consider the following items:

- Network strengths and successes.
- Limitations or gaps.
- Patterns of attendance.
- Appropriateness of the networks current structure and format.
- Differences between CALD and mainstream/large and small community service organisations.
- Identify areas to further strengthen the network's ability to support culturally responsive services.

Data was collected through a range of approaches including the collection of both qualitative and quantitative data. The phases of the review are set out below:

Phase 1 Planning of review processes – detailed timeline, contact lists, and develop survey

Phase 2 Quantitative data collection and analysis	-	Attendance patterns
	-	Audit of network minutes
	-	Outcomes of the network
Phase 3 Qualitative data collection and analysis	-	Consultations
	-	Retrieve written surveys
	-	Data analysis

Phase 4 Development of key findings, recommendations and final report.

The review consisted of:

- 23 consultations with ethno-specific and multicultural groups and 1 survey response.
- 20 responses from mainstream organisations (5 consultations and 15 survey responses).
- Consultations with MIC and DHS.

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[2] Australian Bureau of Statistics, 2001 Census

▪ Consultations with the equity and access workers from the Ethnic Services Network (ESN) North West Migrant Resource Centre (MRC) and the Cultural Diversity Network (CDN) from the South Central MRC.

Individual consultations were organised with 23 ethno-specific/multicultural organisations ranging from the larger well-established groups through to smaller HACC funded and non-HACC funded senior citizen groups. While consultations were arranged with key representatives from various organisations, interview questions were generally sent out prior to meeting so that network members had the opportunity to prepare and discuss questions with other workers and members of their organisation and then feedback on behalf of their community.

In addition, 43 surveys were distributed to the mainstream sector representing 22 organisations. From this, one survey response from each of 15 organisations was returned achieving a 68% return rate. While the initial emphasis was to hear from ethnic communities through individual consultations and mainstream groups through written surveys, it was soon recognised that in addition to mainstream questionnaires the review would require more quality feedback from this group and thus, consultations were organised with five different organisations representing various HACC funding types. This included local government, community health, disability, volunteer coordination and Planned Activity Group (PAG) to generate more in depth and quality feedback.

Quantitative data collected from the consultations and surveys was entered into a Microsoft Excel spreadsheet and used to ascertain averages, patterns and variations in data (i.e. attendance) using graphs. Qualitative data on the other hand, was collated into relevant groups including ethno-specific/multicultural from larger organisations (with paid workers) and smaller community and senior citizen groups (run by volunteer workers only) together with mainstream groups, which were then analysed for key themes and issues.

A review of relevant literature and documentation was also conducted in conjunction with consultations with DHS, MIC and project workers from the ESN and CDN. Included in the consultation and survey process were representatives from EMR Culturally Equitable Gateway Strategy (CEGS) Project. Involvement from CEGS was seen as important to the review, including six member organisations on the EMR CEGS steering committee together with Wina Kung from the MIC.

Aims of the HACC CALD Network

3. Aims of the HACC CALD Network

The EMR HACC CALD Network was intended to achieve the following aims:

- Raise the capacity of ethno-specific organisations to better understand and participate in HACC planning and development.
- Be the key point of contact for the Department of Human Services on HACC CALD issues.
- Provide a framework for ethno-specific community services and mainstream organisations to work better together to enhance access to services for CALD clients.

In addition, the Network also intended to:

- Identify ethnic issues related to HACC eligible population's service planning and delivery.
- Identify, develop and implement actions to provide and improve service provision for ethnic communities based on their identified needs.
- Develop working groups to look at specific issues.
- Share and promote best practice and initiatives.
- Organise information forums in different languages to promote services for the CALD HACC eligible population.

The Network – Looking Back

4. The Network - Looking Back

4.1 An Account of Network Outcomes

Since its inception in 2001, the network has had significant success through the development of working groups, partnerships and information forums.

To date the network has achieved the following:

1. Initiated and completed a range of actions through the development of the following <u>Working Groups</u>:

- Information Working Group
- Recruitment Working Group
- Funding Submission Working Group (for the Multicultural Education Project)
- PAG Cultural Model Working Group
- Disability Service Working Group (currently operating) and the
- EMR Strategic Plan Working Group (currently operating)

- The Information Working Group responded to CALD issues raised in meetings regarding access to appropriate information for both mainstream in understanding different cultures, and for CALD HACC eligible clients in accessing basic information on 'What is HACC' including eligibility requirements. In response, this group developed: a HACC Newsletter (translated into 9 different languages), a cultural resources webpage and a directory of ethnic groups in the EMR that can be downloaded from MIC website.

- The Recruitment Working Group was responsible for the initiation and planning of two separate recruitment forums on the recruitment of bilingual workers held in Whitehorse and Manningham.

- The Funding Submission Working Group completed a submission for a new project (Multicultural Education Project) and successfully received fix-term recurrent funding from DHS for 2 years.

- The PAG Cultural Model Working Group developed a cultural PAG model which was piloted with (1) East Burwood Centre and Centre for Philippine Concerns and (2) City of Whitehorse and Cambodian Community Welfare Centre. Following an evaluation report, the group then facilitated in applying a similar model with City of Whitehorse and Nunawading Hungarian Senior Citizens Club to establish a Hungarian group at Whitehorse.

- The EMR Strategic Plan Working Group has participated in the development of EMR CALD strategic plan for the past 6 months. A consultant has been employed by DHS to develop an EMR CALD strategic plan that will provide a direction for CALD related priorities in the region. The working group members monitor and provide expert advice to the consultant in developing the strategic plan.

- The Disability Service Working Group was formed to raise awareness of the CALD community within disability services. This newly formed group has already developed their action plan for 2005 - 2006.

2. Arranged and presented a number of forums & exhibitions including:

- Eight separate forums entitled 'What are HACC Services?' These forums were held at eight separate locations across the EMR targeting the Chinese, Hungarian, Greek and Vietnamese communities (total of 431 attendees).
- Two Aged Care Exhibitions held in Manningham and Whitehorse – one with a multicultural focus and the other specifically targeted toward Mandarin and Cantonese speaking groups (230 attendees).
- Community Service Exhibition held at Box Hill Centro in Whitehorse.
- Aged Care and Disability Forum and Exhibition held at Knox Stud Park Shopping Centre and Rowville Community Centre (40 attendees).
- Disability Service Consultation Forums in the City of Monash and Boroondara targeting Chinese and Greek communities (72 attendees).
- Two Forums on the Recruitment of Bilingual Workers held in Whitehorse and Manningham (46 attendees).

3. The development of 12 successful partnerships formed out of the HACC CALD Network. Partnerships have been formed between various ethno-specific, multicultural and mainstream organisations and between MIC and mainstream organisations.

These partnerships have resulted in a number of activities such as a joint approach to running a number of the forums mentioned above, delivering health talks to ethno-specific groups, piloting PAG cultural models, running events and developing joint protocols.

Looking In – Key Findings

5. Looking In – Key Findings

Section 5 of the report will present key findings of quantitative and qualitative data gained from survey and consultation responses. The main areas to be discussed will examine; attendance, satisfaction with meeting logistics and aims, network strengths and organisational benefits, and key priority areas for different groups. The wider implications of these findings will be discussed in greater detail under Section 6, 'Responding to Key Issues'.

5.1 Current Representation

The HACC CALD Network is currently made up of representatives from MIC, DHS, mainstream and ethno-specific/multicultural HACC service providers together with some smaller non-HACC funded senior citizen groups. These organisations represent the various funding types under HACC including; a range of local government services, PAG's, disability, community health centre, nursing, volunteer coordination and linkages. The main groups that will be referred to in this report are defined by:

- Mainstream organisations.
- Ethno-specific/multicultural organisations including:

  - Large ethno-specific/multicultural organisations (with paid workers).
  - Medium sized ethno-specific/multicultural organisations (usually with one paid worker, often working part-time hours).
  - Smaller ethno-specific/multicultural groups (including smaller non-HACC and HACC funded groups with volunteer workers only).

The ethno-specific organisations that attend the network largely fall under PAG funding. Of the 25 ethno-specific and multicultural organisations that attend network meetings, 9 groups represent most regularly (attending between six and eighteen meetings out of a possible twenty-four), while the remaining 16 groups attended on a less frequent basis (five or less meetings). When looking at the average number of meetings represented among ethnic groups, it was found that small HACC funded groups attend most regularly (nine meetings) followed by large ethno-specific groups (seven meetings), medium (six meetings) and smaller non-HACC funded groups (five meetings).

Among mainstream service providers, there is also diverse representation across the various funding types drawing from a range of skills, experiences and service expertise. Since local government comprise 7 of the 13 HACC funded activities such as assessment, home care, home maintenance, personal care, respite and meals, it is considered an asset to the network that 6 of the 7 city councils in the eastern region demonstrate a strong commitment to the network.

5.2 Attendance

In general, network meetings average a total of 24 people including DHS and MIC representatives and 20 people excluding DHS and MIC workers. For the purposes of this report data will be analysed in omission of DHS and MIC attendance in order to concentrate specifically on patterns of attendance among mainstream and ethno-specific/multicultural groups.
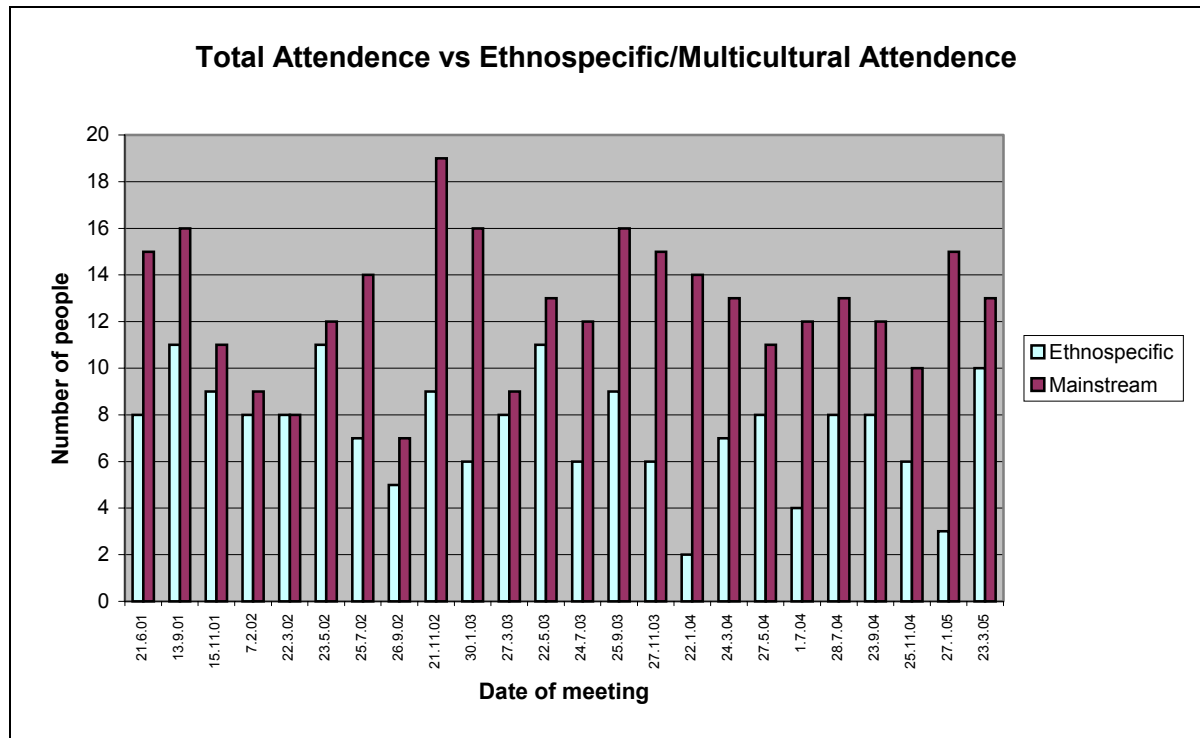
Figure 1   Number of attendees from mainstream and ethnic groups 2001 - 2005

While Figure 1 shows a strong overall attendance between June 2001 and March 2005, this data also illustrates a clear discrepancy in numbers between mainstream and ethno-specific/multicultural groups highlighting mainstream as the dominant attendees (63%) while ethnic groups represent 37% of attendance. While the data presents attendance in terms of the numbers of people who attend, it should be noted that more mainstream organisations (35) than ethno-specific and multicultural organisations (25) comprise the network and thus, even if majority of ethnic groups were present, they might still represent the minority. If however, we were to look at the average number of meetings that mainstream and ethno-specific groups attend, we see a more even spread where ethno-specific groups attend an average of six out of a possible twenty-four meetings and mainstream attend an average of seven meetings.

Patterns of attendance appear lower in the summer months between January through to March and drops again in July and September months – perhaps consistent with school holiday periods. These troughs might also correspond with the months when many PAG's close over the summer break.
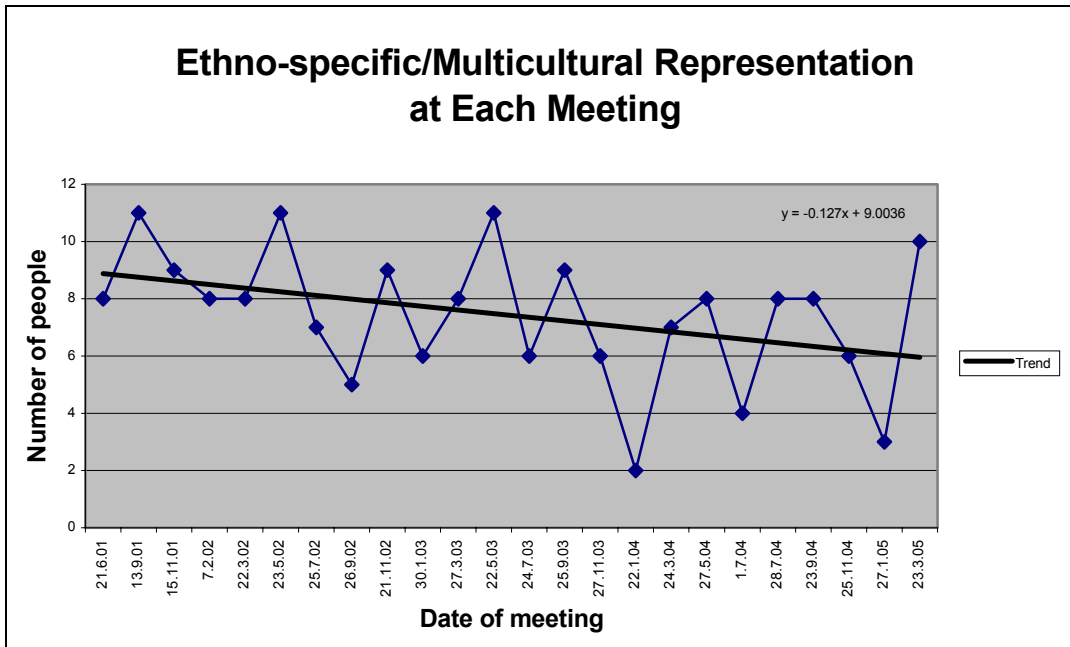

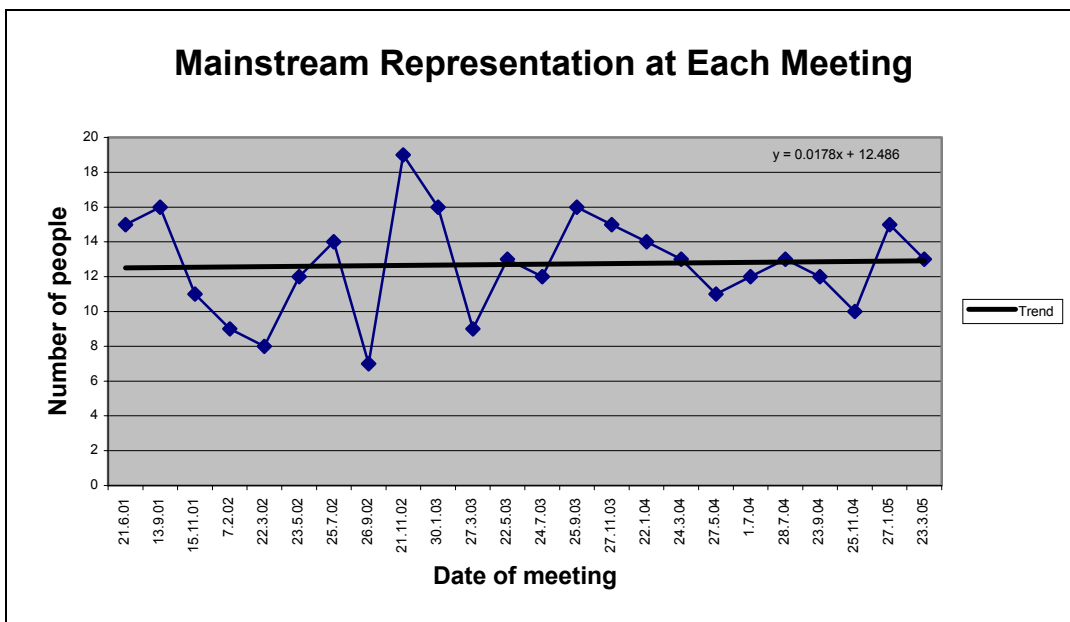**Figure 2**   Trend of ethno-specific and multicultural attendance

Figure 3   Trend of mainstream attendance

When looking at the number of people represented per meeting for ethno-specific/multicultural (Figure 2) and then mainstream (Figure 3), data shows a downward gradient (trend) for ethnic groups (gradient = -0.13) while Figure 3 shows a slight increase but overall steady trend (gradient = 0.02) for mainstream organisations.

5.3 Meeting logistics

At present, network meetings are run bi-monthly (six times a year) for 2 hours between 9.30am and 11.30am on alternate Wednesday and Thursdays. The alternating meeting day was adopted as a means of including those who were unable to attend the initial Thursday meetings.

In an effort find out how members felt about general meeting logistics, question 4 of the network survey asked members to rank their level of satisfaction by indicating whether they were 'Dissatisfied', 'Neutral' or 'Satisfied' with the following three items; Meeting Times, Regularity of Meetings and Location of Meetings. For this question, 20 mainstream and 17 ethno-specific and multicultural respondents completed this section of the survey (total of 37).

		Ethno-specific / Multicultural	Mainstream	Total
Meeting Times	Dissatisfied	0	4	4
	Neutral	4	4	8
	Satisfied	13	12	25
Regularity of Meetings	Dissatisfied	2	2	4
	Neutral	4	4	8
	Satisfied	11	14	25
Location of Meetings	Dissatisfied	2	0	2
	Neutral	3	2	5
	Satisfied	12	18	30

Table 1   Description of members' satisfaction with meeting logistics

Of the three items listed above, the majority of respondents (72%) from mainstream, ethno-specific and multicultural groups were satisfied with all three areas of meeting logistics. The remaining 28% reported feeling neutral (19%) or dissatisfied (9%). Data indicates that of the three areas explored respondents were most satisfied with the location of meetings (thirty people) while only two members from smaller ethno-specific groups felt dissatisfied. Both of these respondents were elderly citizens who relied solely on the use of public transport and taxis to attend and expressed that money and/or weather conditions contributed to whether or not they could attend meetings. The majority of the respondents however, felt that MIC was the most central location in the EMR.

Although twenty-five of the network members felt satisfied with the regularity of meetings and meeting times, twelve other members expressed feeling dissatisfied or neutral. Of the twenty mainstream respondents, just under one third felt neutral or dissatisfied with the regularity of meetings. Four members felt that the meetings were too regular with one suggesting an alternative option of having less frequent meetings but more involvement outside the network in a working group capacity, working on specific issues then presenting back to the network. This was seen as a more efficient use of time while also building stronger relationships with members outside the network meetings. Of these four respondents, two of the larger ethno-specific groups also felt that the network should meet on a less regular basis.

Further, while ethnic groups were either satisfied or neutral toward meeting times this appeared to be more problematic for mainstream groups, of which four members expressed dissatisfaction and difficulty in making the morning meeting times set out. Additional feedback from consultations showed that groups were generally satisfied with the alternate meetings days between Wednesday and Thursdays.

It should be noted that of the respondents who expressed feeling 'neutral' toward all three areas of meeting logistics, for some, this was more indicative that attendance was less reliant on these three factors and more reflective of other factors such as time restraints, conflicting commitments and relevance of the meetings.

5.4 Network Aims

Question 7 of the survey asked members to rate on a scale of 1 - 5 (1= unsuccessful, 5= very successful) each of the network aims (labelled A - H) according to the level of success they felt the network has had in achieving them. Table 2 (refer to the following page) shows the average scores among small, medium and large ethno-specific groups and mainstream organisations.

Aims	Small Groups	Medium Groups	Large Groups	Mean of all Ethnic Groups	Mainstream Mean	Mean Scores E.S. and M.
A: Raise the capacity of ethno-specific organisations to better understand and participate in HACC planning and development.	3.7	2.8	3.5	**3.3**	3.5	**3.4**
B: Be the key point of contact for the Department of Human Services on HACC CALD issues.	4.3	3.7	4.1	**4.0**	3.9	**4.0**
C: Provide a framework for ethno-specific community services and mainstream organisations to work better together to enhance access to services for CALD clients.	4.0	2.8	2.3	**3.0**	3.7	**3.4**
D: Identify ethnic issues related to HACC eligible population's service planning and delivery.	4.6	3.3	3.0	**3.6**	3.8	**3.7**
E: Identify, develop and implement actions to provide and improve service provision for ethnic communities based on their identified needs.	4.3	3.5	3.0	**3.6**	3.3	**3.5**
F: Develop working groups to look at specific issues.	4.0	3.0	3.0	**3.3**	3.3	**3.3**
G: Share and promote best practice and initiatives.	4.5	3.3	3.3	**3.7**	3.6	**3.7**
H: Organise information forums in different languages to promote services for the CALD HACC eligible population.	4.2	3.0	3.7	**3.6**	3.9	**3.8**
Mean/Average Scores	**4.0**	**3.2**	**3.2**	**3.5**	**3.6**	**3.6**

Table 2   Mean scores of network aims

The findings in Table 2 indicate that among the different ethno-specific and multicultural groups, the smaller non-HACC and HACC funded groups are most satisfied with the performance of the network in meeting its aims. While the mean (average) for smaller groups ranked successful (4), other well-established ethnic groups (medium and large) ranked on the lower scale of average (3.2) while mainstream groups scored on the higher side of average (3.6).

The aim that scored the highest among ethno-specific groups was aim B, in being the "key point of contact for DHS", which ranked 4 out of 5. The aims that scored lowest on average included aim A; in raising the "capacity of ethno-specific organisations to better understand and participate in HACC planning and development" and C; to provide "a framework for ethno-specific community services and mainstream organisations to work better together to enhance access to services for CALD clients". Aim F to "develop working groups to look at specific issues" also scored lower.

Additional comments regarding aim 'C' was that although the network did provide a framework for ethno-specific and mainstream this did not necessarily equate to 'working better together'. While a small number of ethno-specific members questioned how well mainstream and ethno-specific *could* work together from the view that they function from varying levels of resources and knowledge,

others saw great potential and felt that this area needs to be worked on to increase opportunities for partnerships and ultimately enhance access for CALD clients.

The aims that scored highest for mainstream organisations in rating of success were aims B and H. This included being the "key point of contact for DHS" (B) and "organising information forums in different languages" (H). Aims that scored the lowest were aims E and F. These related specifically to "Identifying ethnic issues related to HACC eligible populations service planning and delivery" (E) and "To develop working groups to look at specific issues" (F).

While ethnic groups showed greater emphasis toward improving capacity, building effective partnerships between mainstream and ethno-specific, and more working group involvement, mainstream organisations expressed greater emphasis on the need to improve services for ethnic communities, and develop more working groups to explore different issues.

5.4 Network Strengths and Organisational Benefits

Key strengths most commonly noted were seen in its continual funding, strong attendance rates, interesting topics and guest speakers and recognising MIC as the central point of contact in bringing together mainstream and ethno-specific/multicultural groups for networking, information and advice. It was also noted for its capacity to influence and inform strategic planning by channeling CALD issues to a higher level through DHS. Another strength that was frequently raised was the work and efficiency of the network secretary (equity and access worker from MIC) who is recognised as a great strength to the network in her consistent approach, keeping everyone informed and up-to-date and her "passion at improving the service system for our most vulnerable participants".

While smaller groups echoed praise regarding the practical support provided by network secretary, they also commented on the networks ability in reaching the smaller ethno-specific groups and recognised the network as a place where workers could share common problems and '"not feel so alone". This was frequently mentioned among sole workers from smaller and medium sized organisations that worked in isolation of other HACC service workers. Unfortunately however, it was common for workers from small HACC-funded and medium organisations to be least likely to attend network meetings due to poor funding and time restrictions.

Members also commented on the perceived benefits of attending network meetings - some responses show overlap between network successes and benefits. These include:

Networking	Informal networking across a broad range of HACC organisations
	Being able to put a face to a name and "knowing who to refer clients to"
	Meeting a diverse range of cultural and religious groups
	Direct access to DHS and LGA
Partnerships	Opportunity to build partnerships
Updates	Hearing about current projects and presentations from CALD organisations
	Updates from DHS on latest information/policies (rundown of big picture)
Information	Channel for communication re: information sharing, funding opportunities
	Interesting and informative guest speakers
Voicing Issues	Forum to raise issues, opinions
	Forum to share commonalities and differences
Best Practice	Sharing best practice and initiatives – learning from other members on what is effective and ineffective practice in other PAG's
Service Promotion	Helps to promote individual organisations and what they do
	Members serve as representatives for their community
Practical assistance	MIC provides support and assistance (to smaller groups in particular)
CEGS	The network is a mechanism for the network secretary to feedback from CEGS steering committee meetings into the network and vice-versa.
	Updates ensure that members are up-to-date with what is happening in the EMR CEGS and can incorporate this into their practice.

For smaller groups there was more of an emphasis on increasing knowledge, receiving information and updates (i.e. funding opportunities) and sharing best practice among groups. Larger ethno-specific and mainstream groups showed greater emphasis toward the benefits of networking, promoting services and the opportunity to communicate on all levels (between mainstream, ethno-specific and DHS). Groups also indicated one of the key benefits of attending the network was hearing from a range of guest speakers who have presented over the years. This was an area that members believed as a prominent strength and indicated wanting to see more speakers. One member expressed wanting to hear a speaker from an academic institution to hear of what is happening on a local level and overseas with examples of effective models in building partnerships and how to incorporate CALD clients into mainstream services.

5.5 Priority Areas

Mainstream and ethno-specific groups identified their top three priorities of CALD issues in EMR. Responses varied between groups, these are listed below:

<u>Small Groups:</u> These groups expressed similar priorities to receive relevant information, hear of funding opportunities, assistance with formal applications, referral to other skills-training sessions and knowing how to cooperate with mainstream organisations. Issues raised among smaller groups were at a more grassroots level of increasing understanding, skills, funding opportunities and practical assistance.

<u>Medium Organisations:</u> Medium organisations mentioned equity and access to basic services (dealing with language barriers), overcoming cultural differences, knowledge of services available to CALD clients, and knowing how to partner with mainstream organisations.

<u>Large Organisations:</u> Larger groups indicated their key priority areas as equal access to services, education for ethno-specific populations on HACC services (dealing with misconceptions and increasing trust of government services among some ethnic population groups) and increased acceptance and understanding of CALD groups. One member also indicated the importance of capacity building among ethno-specific groups to better participate in HACC planning, and felt that support and sufficient resources were crucial to effectively delivering CALD services.

<u>Mainstream Organisations:</u> The key priority areas for mainstream organisations centered around four topics listed below:

Equity and Access	How to improve service provision to ensure equity and access for CALD communities, staff training in cultural awareness, improving understanding of CALD needs and knowing how to attract new CALD clients.
Partnerships	Knowing how to build stronger relationships between ethno-specific/ multicultural and mainstream organisations, taking a 'partnership approach' to avoid duplication, and opportunity to meet and interact with CALD workers.
Breaking Barriers	Dealing with mistrust/misunderstanding of mainstream service system, increasing levels of understanding of different cultures, and recognising gaps in the system for CALD clients.
Advice	Gain information and advice on specific issues as they arise.

These lists illustrate differences and similarities of priorities between the various ethno-specific and multicultural groups, and also between mainstream and ethno-specific groups. In general, groups felt that the network did a good job at providing a forum for mainstream and ethno-specific groups to meet, interact and learn from each other, receiving adequate information and advice on CALD issues and also in increasing levels of knowledge of community services. Nonetheless, groups also

expressed that it was time to progress from the preliminary stages of 'raising issues' to seeing increased strategy and action in dealing with these issues.

While smaller groups were highly satisfied with the level of support shown outside the network, this did raise questions about groups' potential difficulties in distinguishing the work of the network from that of MIC. Notably however, where there was a correlation between priority areas and what they saw as benefits to their organisation there was generally a strong sense of satisfaction with the network overall. This was illustrated most clearly among the smaller community groups.

More generally, the areas that groups felt could be dealt with better include the broader social issues around equity and access, and on a more practical level of learning how to cooperate and build partnerships between ethno-specific and mainstream organisations.

Responding to Key Issues – Looking Forward

6. Responding to Key Issues – Looking Forward

6.1 Network Aims

While the overall success of the network in meeting their aims scored between average and successful, some members wanted clearer steps as to how these aims were going to be met strategically. One member stated, "The aims are good, but implementation doesn't necessarily match". Another member felt that the network should concentrate more on meeting the needs of ethnic network members as opposed to discussing generic CALD issues in a mainstream dominated environment. It was suggested that ideally, ethno-specific groups could have "tailor-made support" to help them increase their understanding and raise capacity to more effectively participate in HACC planning.

Smaller groups expressed a desire for a stronger focus on the sharing of best practices and initiatives in learning from other PAG's on "what works and what doesn't". While both mainstream and ethno-specific groups mentioned that they would like to see a workshop on how to fill in the Cultural Planning Tool (CPT). Since the CPT database is newly introduced, members wanted more support in knowing how to complete forms by going through examples of strategies and the use of language in these reports. Similarly, members wanted to explore HACC National Standards together, sharing examples of how groups are meeting their standards. Mainstream groups also considered it useful to gain feedback from ethnic workers about what they would like to see happen in mainstream services, demonstrating a joint problem solving approach.

A number of groups felt that these aims needed to be revisited on a regular (yearly) basis - evaluating the group's achievements in meeting particular aims and then prioritising the key areas to be addressed in the following year (if different). This process would allow members the time to reflect on their achievements and have collective input, ownership and a shared direction for the year ahead. It also proposes that regular and newer members are reminded of the common goals for the network and ensures against conflicting expectations.

In addition, the network should maintain one overarching 'aim' or short mission statement. While the main aim will not change, the objectives focused on or steps to achieving these aims might change over time depending on the expressed need.

6.2 A Network for Newcomers

As there is no formal briefing for new comers, one mainstream attendee suggested that new members receive a folder of network aims, procedures and how the network operates. Another member also suggested the use of name badges/stickers at each meeting so that it was easier to approach members. While groups recognised that time was limited, the general consensus was that a short tea break between the usual two-hour meetings would provide members with the opportunity for informal relationship building.

6.3 Strategic Planning

A number of key areas were identified for improving and providing 'more productive' advice for strategic planning. Some members suggested increased involvement with CEGS and Primary Care Partnership (PCP) workers as these representatives were seen to have greater influence at a higher level. It was suggested that a CEGS officer speak once a year at network meetings to give a broader picture of what is happening in the community. Another suggestion was the possibility of having a PCP representative run a workshop on key issues for ethno-specific organisations. This would allow the members to workshop ideas, strategies and solutions together. Other suggestions for improving advice to strategic planning centered on groups wanting more emphasis on working groups and a more structured approach to dealing with issues. The latter are discussed in greater detail under the following sub-sections 6.4 and 6.5.

6.4 Dealing with Issues

While the network meetings are seen as an important forum to raise CALD issues, members generally demonstrated a limited understanding, and at times, frustration toward a perceived lack of procedures of how issues were then prioritised and dealt with. Members wanted to know where this information was channeled. Other members felt that collective issues should be categorised and explored in greater detail (including underlying determinants of key issues) then documented and presented to the network and DHS. A clearer and well-documented process means it is easier to evaluate gaps and helps to prioritise 'burning' issues. It was suggested that the network:

- Employ clearer (documented) procedures in dealing with issues.
- Categorise issues under relevant topics such as 'disability', 'council needs on cultural planning' or 'access'.
- Stronger CEGS involvement as they are seen to have more influence and power.
- Have a greater emphasis on working groups to research, document and present key issues back to the network and to DHS.

6.5 Working Groups

It was suggested that the network builds on its role to be a stronger resource for DHS to access information on CALD issues and to consult on all levels and across the various funding types. In order for the network to have a more structured approach to strategic planning through identifying, prioritising, and contributing toward future planning, the strong consensus from both mainstream and ethno-specific organisations was that working groups were the most appropriate means of achieving this. One member felt that this would create a 'bottom-up' opposed to a 'top down' approach.

Members felt that they wanted greater involvement in the process of research, documenting and presenting issues to the network and DHS, while it was suggested that the role of the MIC and/or DHS project worker take the role as a facilitator, to support, guide and resource the group. This was seen as a more sustainable approach in giving members increased autonomy and skill development. A number of ethno-specific workers referred to the Ethnic Services Network (ESN) in the north western region as an example of how this could work more effectively since some members felt that in previous working groups, it was common for the assigned project worker to complete the majority of the work. Despite high levels of enthusiasm about working groups, some workers (particularly from smaller groups) expressed that they had limited time for additional commitments.

Nonetheless, benefits of increased participation through working groups can be seen in increasing the individual's level of ownership of network outcomes and processes, building stronger relationships between ethno-specific and mainstream members outside network meetings and increasing the opportunity for change at an organisational/policy level. While many recognised this approach as an important element to building capacity particularly among ethno-specific groups, some members recognised the importance of members not relying solely on project workers, but to take more initiative and responsibility.

6.6 Structure and Representation

Overall the current structure of the network comprising both mainstream and ethno-specific organisations was perceived as mutual benefit and strength of the network in providing a framework for mainstream and ethno-specific to meet and interact. Nonetheless, members not only wanted to see increased partnerships, but more importantly, wanted to learn *how* this was best achieved.

There was however a small proportion (4) of members who expressed frustration with disproportionate ratios and felt this had further implications for the group since this did not allow

ethnic groups to have a strong voice in the meetings. Although many groups noted the need for a change in meeting structure to allow members a more equal voice, and greater interaction in meetings, there was only one member who felt that the network should comprise ethnic groups only.

Given the structural dynamic of mixed meetings, common issues identified, included:
- Varying levels of understanding of HACC services and policies
- Uncertainty of the use of acronyms and 'jargon' among smaller ethnic groups
- Meetings dominated by mainstream attendees
- Numbers of ethno-specific/multicultural members is on the decrease
- That the meeting structure was not conducive to a high level of CALD participation
- Meetings discussions/agenda items were not always relevant to both groups

Members indicated a need for change in meeting structure this included:
- A more open and interactive forum
- Less intimidating format for smaller CALD groups
- Breaking into smaller interest groups such as 'disability', 'small ethno-specific PAG' and 'local government' to discuss relevant issues
- Meetings to demonstrate increased support for ethnic groups to enhance the CALD voice
- Opportunity to workshop issues within a structured format
- More opportunity for informal relationship building between organisations
- Change in structure to increase CALD representation

In sum, ethno-specific and multicultural members wanted to see increased support, interaction, relevance and outcomes. While mainstream members expressed similar interests, they were also very responsive to structural changes that might better meet the needs of ethnic members in the network.

Strengthening Partnerships – A Brief Review

7. Strengthening Partnerships – A Brief Review

The term collaboration has been defined as a "a process through which parties who see different aspects of a problem can constructively explore their differences and search for solutions that go beyond their own limited vision of what is possible".[3] Walker's report entitled 'Collaboration and Alliances' suggests that collaboration is a powerful tool in bringing about change through the pooling of resources, modifying service delivery, strengthening communities and having influence on policy development at an organisational and community level[4]. Given that literature around partnerships between mainstream and ethno-specific groups was scarce, this section of the report will draw on information gained from an informal consultation with the equity and access worker from North West MRC. This section will briefly explore characteristics and strengths seen in the Ethnic Services Network as a model of well-functioning network. Nonetheless, differences in regional demographics, network funding and group dynamics (as an ethnic only network) should be taken into consideration when reviewing the differences.

The ESN has been in operation for approximately 15 years and is largely comprised of HACC funded ethno-specific social-support coordinators - ranging from small to larger, well established groups. Other non-HACC funded ethno-specific groups are supported by MRC through other projects. The network was self-initiated by the community itself and thus, formed out of a bottom up approach. Since this time the network has progressed from being a forum mainly concerned with aspects of information sharing, providing peer support and raising CALD issues, to a more strategic approach in dealing with CALD issues, now employing a stronger advocacy and lobbying role.

Since the latter stages, the network has incorporated a yearly 'Planning Day' that has been in action for the last 2 - 3 years. This is a full day of structured activities and facilitated discussions where all members are invited to attend. Representatives from various working groups report back to members on working group and network outcomes, and members are given the chance to review how well the network has met its aims over the year. As the name suggests, the day is also designed to plan for the year ahead, setting an agenda based on identified needs. Members then assign appropriate actions, initiatives and working groups to work through these issues - a segment that is facilitated by an external person. While the overarching aim of the network stays the same, strategies and steps of how this will be achieved according to the needs are reviewed. Members also identify who will be involved in working groups.

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[3] Cited in Rae Walker, *Collaboration and Alliances: A Review for VICHealth,* September 2000
[4] ibid.

While the network averages about 30 members per bi-monthly meetings, the format of the meetings - as decided by the executive committee and network members - is structured around one large table discussion according to a set agenda. This group reported higher levels of member autonomy, with network members running most aspects of the meetings while also reporting to the network on working group activities and providing information on any progress or updates. Their sense of autonomy was seen as important to the success of this particular network. It was also noted that the meeting dynamic comprising ethno-specific and multicultural groups was perceived as a key strength as it encouraged a stronger voice among ethnic workers and allowed members to 'air their issues' in an appropriate forum.

7.1 Lessons Learnt - A Discussion

One of the key lessons that can be learnt from the ESN is the importance of group ownership. That is where members are actively involved in decision-making and contribute in a meaningful capacity, both within and outside of network meetings. The network also shows effective flow of information between members with representatives of working groups reporting back updates at their bi-monthly meetings. Furthermore, yearly planning days help the group to stay focused and strategic in their approach, while ensuring that their objectives for achieving their aim are regularly monitored and evaluated.

While there are important lessons that can be learnt from this model, differences in demographics between western and eastern regions should be noted as there are comparatively higher numbers of CALD populations in the west and differing needs. In addition to this, the current collaboration between mainstream and ethno-specific groups remains a unique feature of the HACC CALD Network (EMR) and, represents the first one of its kind among other HACC network services in Victoria. Findings from the review suggest mutual benefits of collaboration such as the formation of partnerships, pooling of resources and knowledge, and improving HACC service provision by keeping CALD issues at the forefront of the minds of mainstream service providers.

Given this dynamic however, it is imperative that the very structure of network meetings correspond to the needs of both groups, with additional support tailored to better meet the needs of ethnic groups. This includes a forum that allows ethno-specific and multicultural groups meeting time to 'air issues' and increase autonomy and participation within a less-threatening environment that is sensitive to varying levels of knowledge and language fluency among the group. It is upon this understanding that the following section is based.

Alternate Options for Meeting Structure

8. Alternate Options

This section will propose two alternate options to the current structure of 6 bi-monthly meetings per year comprising mainstream and ethno-specific groups in all 6 meetings. It should be noted that the proposed options are based on the findings of the review and aim to enhance the HACC CALD network to allow greater equity, capacity building and member interaction both in and outside of network meetings. While this segment provides a 'skeletal structure', how meetings are divided and formatted should be negotiated and decided by network members themselves with consideration given to the review recommendations. This is critical to the success of any changes implemented.

Option 1.

The meeting structure for option 1 retains the core meeting structure of mainstream and ethno-specific groups with an additional working group component to allow ethnic groups to meet in-between quarterly meetings. This structure would consist of:

- Three meetings with mainstream and ethno-specific groups.
- One half-day workshop (for both mainstream and ethno-specific).
- Additional working group meetings (2 – 3 per annum) for ethno-specific and multicultural groups to meet outside regular network meetings. Regularity, content and agenda items would need to be discussed and decided on by working group members themselves.

This structure allows fewer meetings per year (relating to significantly lower attendance rates over the summer and holiday periods), with the advantage of an additional ethnic working group to complement core network meetings. This allows a separate meeting space for ethnic groups to build capacity and discuss relevant CALD issues within a smaller, CALD specific forum. It also allows working group members to feed important issues back into the core network meetings for further development.

The three yearly meetings are then followed by a half-day workshop at the conclusion or beginning of each year to evaluate the network's successes, outcomes and strategies, and to prioritise key issues and an agenda for the year ahead. This is based on the ESN model to ensure all members have the opportunity to be involved in the planning, prioritising and evaluation processes of the network.

Option 2.

The second option divides the core meetings between 'mixed' meetings (mainstream and ethno-specific groups) with 'ethnic only' meetings. The proposed structure would consist of a total five meetings per year including:

- Two meetings with ethno-specific and multicultural groups only.
- Two mixed meetings with mainstream and ethnic groups.
- One half-day workshop (for both mainstream and ethno-specific).

This option would alternate the ethno-specific/multicultural meetings with mixed meetings, allowing time for ethnic members to report back to the wider group for issues to be discussed further and actioned (where appropriate). This structure has fewer meetings overall and less opportunity for 'shared time' between mainstream and ethnic sectors. While ethnic groups have the opportunity to attend five meetings per year, mainstream attends on a less frequent basis (total of three meetings per annum). As per option 1, yearly meetings are followed by a half-day workshop to evaluate the network's successes, outcomes and strategies, and prioritise key issues and an agenda for the year ahead.

Further Recommendations

It is recommended that the favoured meeting structure continue to employ alternate meeting days between Wednesday and Thursdays, as this was seen as a popular option for those who were unable to attend one of the designated days. While both options incorporate a more intimate meeting structure for ethnic groups to enhance group discussion and interaction, the core meetings might consider an alternate format to one round-table discussion depending on the content and agenda of individual meetings. In addition to this, joint meetings should allow space to create partnerships and appropriate working groups that will operate between meetings.

Discussion of Options 1 & 2 - Benefits and Potential Limitations

Based on the findings on the report, the proposed options 1 and 2 intend to better meet the aims of the network by:

- Raising the capacity of ethno-specific groups.
- Allow ethnic groups the space to 'air issues' and have a stronger voice.
- Maintaining a joint collaboration between mainstream and ethno-specific groups.
- Increase working group capacity between ethno-specific and mainstream organisations.
- Discuss and deal with issues specifically relevant to the ethnic sector, then feeding information back into the core network meetings for discussion.
- Increase support and cohesion among the ethnic sector to provide stronger peer support.

Despite the benefits of an alternate meeting structure, such changes may also have the capacity for negative implications. The potential limitations for both options are outlined below:

Option 1

- There is potential for ethnic groups to favour working group meetings over the core network meetings or vice-versa, which would impact on meeting dynamics.
- Alternatively, ethno-specific groups may have limited time to commit to additional working group meetings due to time and worker restrictions.

Option 2

- Split meetings have the capacity to instigate notions of an 'us' and 'them' divide.
- Less frequent 'shared time' between mainstream and ethnic groups may result in fewer opportunities and meeting time to forge effective partnerships.
- As mentioned under Option 1, ethno-specific and multicultural groups may favour the 'ethnic only' meetings over core network meetings, which would create an imbalanced meeting dynamic.

Based on the findings of the review, this section has presented two alternate meeting structures to correspond with, and address the varying needs within the network - both models seek to provide increased support for ethno-specific and multicultural groups. Given the potential pros and cons (discussed above), it is pertinent that structural changes are discussed, supported and fully endorsed by network members. This would also require regular monitoring and evaluation of changes, which may require alterations.

Recommendations

9. Recommendations

The following recommendations are underpinned by the findings of the review, the options of those consulted and the analysis undertaken by the project worker.

1. That the EMR HACC CALD network continues to strengthen its position as a resource and access point for the DHS on CALD issues in the EMR to consult on all levels.
2. That the network continues its collaboration with mainstream and ethno-specific groups.
3. That the network continues to be a forum that defines priority issues, related activities and timing on HACC CALD issues.
4. That the network continues to support and facilitate partnerships between mainstream and ethno-specific groups.
5. That the network reviews its current structure and representation to ensure:
    - The meeting format is appropriate for smaller ethno-specific groups and conducive to increased participation and interaction between members.
    - Ethno-specific groups have a stronger voice.
    - Meetings are relevant to both ethno-specific and mainstream groups.
    - Increase capacity building among ethno-specific groups.
    - Issues and topics can be workshopped within a structured format.
6. That the network builds on its advice in strategic planning through:
    - Issues being categorised.
    - Increased working groups to explore key issues.
    - Presenting researched findings to the network and DHS via network members.
    - Increased collaboration with CEGS and PCP workers.
7. That the network employs clearly defined and documented procedures in dealing with CALD issues.
8. That the network devises one overarching 'aim' or goal of what the network wants to achieve and outlines its objectives (annually) to demonstrate how this goal will be met strategically.
9. That the network continues the use of guest speakers from a diverse range of backgrounds.
10. That the network devises a folder for new members to inform them of the aims, procedures and how the network operates. It was also suggested that the network utilise the wearing of name badges to more easily identify and approach members.

Appendices

Appendix 1: Consultation and Response List

Ethno-specific and Multicultural Consultation List

Amar Kaur Singh	Sikh Welfare Council of Victoria
Angela Chan	Chinese Community Social Services Centre
Armine Kouchayan	Armenian Planned Activity Group
Bas Arkenbout	Dutchcare
Bunnary Soch	Cambodian Community Welfare Centre
Dick Novella & Matteo Russo	Maroondah Italian Senior Citizen Club
Dragana Musicki	Serbian Social Services and Support
Erica Megele	Tabulam and Templer Homes for the Aged
Ilona Teleky	Knox Hungarian Senior Citizen Club
Javad Macsood	Iranian Society Victoria
Jim Wood	Australian Greek Welfare
Kandiah Thangarajah	Tamil Australian Friendship Society Inc.
Kazar Eryorulmaz	Australian Armenian Welfare Society
Kousouma Rendall & Jan Vongsay	Lao Elderly Association
Margaret Kocsis & Erika Szanto	Nunawading Hungarian Senior Citizens Club
Marta Bielski	Polish Community Council of Victoria
Mirasol Bottomley	Centre for Philippine Concerns
Olga Mendis	Sinhala Cultural Foundation
Sandy San, Prem Phakey & Krishna Arora	Indian Senior Citizen Association
Sitan Nguyen	Indo-Chinese Elderly Association
Slavia Ilich	Multi-ethnic Slavic Welfare Centre
Sofia Keretzidis, Penny Michael & Maria Mavridis	Fronditha Care
Val Crawford	The Latvian Friendly Society

Mainstream Consultation List

Anna Hutchison	Whitehorse Community Health Services
Cheryl Soafkin	Interchange (Inner East) Association
Despina Tashounidis	Doncare
Rhonda O'Neill & Andy Shome	Wesley Do Care
Wanda Mitka-March	Knox City Council

Additional Consultations:

Dimitra Exinarios	North West Migrant Resource Centre
Karen Kimpton & Wayne Molesworth	Department of Human Services (EMR)
Kass Halastanis	South Central Migrant Resource Centre
Wina Kung	Migrant Information Centre (Eastern Melbourne)

Respondents to Email Survey:

Alzheimer's Australia Vic

Balwyn Welfare Association

Care Connect

CO AS IT

Knox Community Health Services

Manningham City Council

Maroondah City Council

Monash City Council

Moorifields Community (Uniting Care)

MS Society

Royal District Nursing Service

SCOPE - Eastern Recharge Project

Shire of Yarra Ranges

Uniting Care Community Options

Vision Australia Foundation

Whitehorse City Council

Appendix 2: Survey

Stakeholder Questionnaire: Review of the EMR HACC CALD Network 2001- 2005

Name of Contact Person: _____

Organisation: _____

Phone No: _____

1.	How often do you attend the HACC CALD Network? Please indicate which best describes the frequency of your attendance: Never Rarely Often Most times (If you answered 'never' please go to Question 3)
2.	How does attending the Network meetings benefit you/your organisation?
3.	What are the key barriers/reasons for not attending Network meetings? (If relevant)

4.	Please indicate your satisfaction with each of the following items:
	
	                           Dissatisfied Neutral Satisfied
	   • Meeting times ___ ___ ___
	   • Regularity of meetings ___ ___ ___
	   • Location of meetings ___ ___ ___

5.	What are the Network's key successes and strengths? Please give examples.
6.	What could be improved? (eg objectives, structure, format etc)

7.	The EMR HACC CALD Network was intended to achieve the following aims: • Raise the capacity of ethno-specific organisations to better understand and participate in HACC planning and development [ ] • Be the key point of contact for the Department of Human Services on HACC CALD issues [ ] • Provide a framework for ethno-specific community services and mainstream organisations (CSOs) to work better together to enhance access to services for CALD clients [ ] In addition, the Network also intended to: • Identify ethnic issues related to HACC eligible population's service planning and delivery [ ] • Identify, develop and implement actions to provide and improve service provision for ethnic communities based on their identified needs [ ] • Develop working groups to look at specific issues [ ] • Share and promote best practice and initiatives [ ] • Organise information forums in different languages to promote services for the CALD HACC eligible population [ ] On a scale of 1-5 (1= unsuccessful, 5= very successful), rate each aim according to the level of success you feel the Network has had in achieving them.
8.	Are there any other objectives that should be included?
9.	Have you been involved in a working group? If so, please specify which group and comment on the group's outcome.
10.	List the top 3 priorities of CALD issues in the EMR for **mainstream organisations**. Comment on how well the Network responds to these priorities.

11.	List the top 3 priorities of CALD issues in the EMR for the **CALD sector** (if relevant to your organisation). Comment on how well the Network responds to these priorities.
12.	In what ways could the Network be more effective in providing advice for strategic planning on CALD issues in the EMR?
13.	Is there anything else you would like to see happen at the meetings?
14.	Do you have any other comments you would like to make?

Thank you for your participation.

Please return completed surveys by **Friday 11 March 2005**. Surveys can be returned to the Migrant Information Centre either via email, fax, or mail in hard copy.

Mail address: Migrant Information Centre (Eastern Melbourne)
            333 Mitcham Road, Mitcham 3132
Fax: 9873 2911
Email: jexon@miceastmelb.com.au

If you have any queries, please contact Jill Exon on 9873 1666.

Appendix 3: List of Network Member Organisations

Action on Disability within Ethnic Communities	Knox Hungarian Senior Citizen Club
Alzheimer's Australia Vic	Lao Elderly Association (Mitcham)
Armenian Planned Activity Group	Latvian Friendly Society
Australian Armenian Welfare Society	Louise Multicultural Community Centre
Australian Greek Welfare	Manningham City Council
Balwyn Welfare Association	Manningham Community Health Services
Boroondara City Council	Maroondah City Council
Cambodian Community Welfare Centre	Maroondah Italian Senior Citizen Club
Care Connect	Migrant Information Centre (Eastern Melbourne)
Central East Primary Care Partnership	Monash City Council
Centre for Philippine Concerns	Moorifields Community (Uniting Care)
Chinese Community Social Services Centre	MS Society
CO AS IT	Multi-ethnic Slavic Welfare Centre
Department of Human Services	Nunawading Hungarian Senior Citizens Club
Doncare	Polish Community Council of Victoria
Dutchcare	Royal District Nursing Service
East Burwood Centre	SCOPE - Eastern Recharge Project
Eastern Access Community Health	Serbian Social Services and Support
Eastern Health – Peter James Centre	Shire of Yarra Ranges
Eastern Palliative Care	Sikh Welfare Council of Victoria
Eastern Volunteer Recruitment Project	Sinhala Cultural Foundation
Fronditha Care	St George's Health Services
Greek Ladies Club - HERA	St Mark's Adult Day Care Centre
Indian Senior Citizen Association	Tabulam and Templer Homes for the Aged
Indo-Chinese Elderly Association	Tamil Australian Friendship Society Inc.
Inner East Community Health Service	Uniting Care Community Options
Interchange (Inner East) Association	Villa Maria Carer Services
Interchange (Outer East) Association	Vision Australia Foundation
Iranian Society Victoria	Wesley Do Care
Knox City Council	Whitehorse City Council
Knox Community Health Services	Whitehorse Community Health Services

Appendix 4: Discussion of Meeting Options

The project worker for the review of the HACC CALD Network presented the key findings at the network meeting held on Thursday 26 May 2005. Following a discussion of alternate meeting structures 1 and 2 (as proposed in the review), one member suggested a third option to allow ethno-specific groups separate meeting time while also retaining regular contact between mainstream and ethno-specific groups as this was seen as a key strength of the network. The proposed option 3 comprises four network meetings, with multicultural and ethno-specific groups meeting one hour prior to the core network meetings, together with the half-day planning and evaluation workshop. Since a third option was introduced and no consensus was formed, members felt they needed more time to consider the options and then feedback their decision to the project worker. Members were sent a letter and asked to vote for their preferred option, other members were also contacted by phone. There were a total of 38 responses. The results of the preferred meeting structure for mainstream and ethno-specific groups are set out below.

	No Preference	Option 1	Option 2	Option 3	Total Responses
Mainstream	1	5	3	9	18
Ethno-specific	6	0	4	10	20
Total	7	5	7	19	38

Member results for preferred meeting structure

Results show that of the 38 responses, majority (19) of respondents voted for option 3 as their preferred choice of meeting structure. This option scored significantly higher among mainstream (9) and ethnic groups (10) over options 1 and 2. Based on member feedback, option 3 was the favoured structure based on the following points:

- Option 3 was seen as the most inclusive and appropriate structure for information to flow between ethnic groups and the core network meetings while information was still 'fresh' in people's minds.
- Option 3 offered the most regular and consistent contact between mainstream and ethnic groups - an aspect that is crucial for building effective partnerships.
- Ethno-specific groups were happy for separate meetings to be held on the same day as the network as this was seen as the most efficient use of time.

In contrast, members felt that option 2 and to a lesser extent option 1, had the potential to isolate and cause division between groups. This was seen as counterproductive in forming effective partnerships between mainstream and ethno-specific groups. As discussed in the review, members reiterated the importance of information being fed back into the core network meetings so that everyone remains informed and able to provide feedback.

One ethno-specific representative expressed concern about the allocated one hour for ethnic meetings. This member felt that depending on the numbers of ethnic members who will attend the meetings, then the allocated one-hour might be too much, or too little time. It is recommended that meetings be evaluated on a regular basis and altered where necessary.