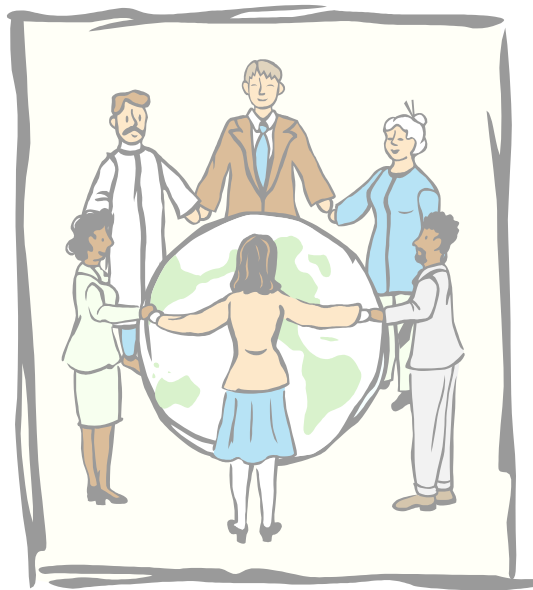




Migrant Information Centre (Eastern Melbourne) Multicultural Equity and Access Program

Planned Activity Group Cultural Model

Pilot Evaluation Report



By Wina Kung
June 2004

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The authors, contributors, the Migrant Information Centre (Eastern Melbourne) and the Department of Human Services (Eastern Metropolitan Region) can accept no liability for errors or omissions in this report.

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City of Manningham
City of Monash
City of Whitehorse
East Burwood Centre
Interchange Inner East
Lao Elderly Association
Manningham Community Health Centre
Moorfields Centre
Polish Community Council of Victoria
St. Marks Adult Day Centre
Vision Australia
Wesley Do Care

Glossary

| | |
|-------------|---|
| HACC | Home and Community Care |
| PAG | Planned Activity Group |
| CALD | Cultural and Linguistically Diverse |
| DHS | Department of Human Services – Eastern Metropolitan Region |
| EMR | Eastern Metropolitan Region (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges) |
| MIC | Migrant Information Centre (Eastern Melbourne) |
| MEAP | Multicultural Equity and Access Program |
| MDS | Minimum Data Set |

Executive Summary

The Planned Activity Group (PAG) Cultural Model Pilot Project aims to develop, implement and evaluate an alternate option for the planning and delivery of PAG for people from cultural and linguistically diverse (CALD) backgrounds. The objective of the PAG Cultural Model is to increase the usage of PAG by Home and Community Care (HACC) eligible people from a CALD background.

In consultation with people from CALD communities and providers of PAG, key factors in delivering PAG and the existing delivery models of multicultural or ethno specific PAG were identified. The information gathered through the consultations provided a solid base for the development of the pilot model.

The pilot agencies included East Burwood Centre, Centre for Philippine Concerns, City of Whitehorse and Cambodian Community Welfare Centre. The pilot started in May 2003 and finished in January 2004. All pilot agencies and the PAG members were satisfied with the pilot. The attendance rate of the group was very high and group members were very happy to attend the activities. Therefore, all four agencies concluded that the cultural model was a good and effective model.

Workers identified a number of positive aspects from the cultural model including that it provided a comfortable and safe venue for the group to meet, allowed isolated older people to access services, people from two cultural groups learnt from each other and improved their social network. Workers also indicated the positive factors of the model were that it catered for specific cultural needs, injected cultural aspects to the program, agencies were able to service another group and integrate CALD groups and mainstream groups. There were a few weak points for the model, in particular coordination problems, activity cost and access to transport. A worker reported that the model was one of the best models to cater for the needs of CALD group.

It is recommended that ethno specific groups and mainstream agencies commence discussions to identify potential target groups, and to design and establish CALD groups by using the PAG cultural model. The Eastern Region HACC CALD Network will be an effective platform for both parties to establish partnerships. It is also recommended that the Eastern Region HACC CALD Network will designate time in the network meeting for ethno specific groups and mainstream agencies to discuss future opportunities to implement the PAG cultural model in different local areas. For example, spend 30 minutes in a meeting to go through the demographics of a particular local area, invite ethno specific group to share their knowledge about the needs of the community in that area and then facilitate potential ethnic groups and mainstream agencies to form partnerships so they can discuss the management of a potential PAG by using the cultural model. The Multicultural Equity and Access Program (MEAP) at the Migrant Information Centre (MIC) then can provide further assistance in develop the PAG for both parties.

1. Background

Planned Activity Group (PAG) provides recreational and social support programs for frail older people or people with disabilities. As the Culturally and Linguistically Diverse (CALD) communities are ageing together with the wider Australian born population, there is a need for PAG to offer activities that meet the needs of CALD communities. Currently PAG providers are seeking ways to meet the demand from CALD communities in the Eastern Metropolitan Region (EMR). There are 96+ language groups in EMR. The Department of Human Service – Eastern Metropolitan Region (DHS) has no capacity to fund 96 communities for PAG. Most community groups have a disbursed population. DHS understands the high demand for PAG for CALD communities and is seeking to identify models that can be used to meet the demand within available resources. Therefore, this project seeks to identify financially viable options to support the CALD community's needs.

The PAG cultural model pilot project aims to develop, implement and evaluate an alternate option for the planning and delivery of PAG for people from CALD backgrounds.

2. Objective of the PAG Cultural Model

The objective of the PAG Cultural Model is to increase the usage of PAG by HACC eligible people from a CALD background through:

- Identifying factors that impact on PAG successful/non-successful experiences in planning and delivering ethno specific and multicultural PAG.
- Identifying the key success factors from the perspective of people from different CALD communities i.e. what is important to them in deciding whether to access and continue to attend a PAG.
- Developing partnership arrangements to increase the opportunities for migrant groups to be involved in planning and delivering of PAG for their client group.

3. Methodology of developing cultural appropriate PAG model

Migrant Information Centre (MIC) through the Multicultural Equity and Access Program (MEAP) visited a number of ethno-specific and mainstream PAG service providers between January - June 2002 to identify important factors in successful CALD PAG service development and existing PAG service models. Consultations were conducted with the following agencies:

- City of Manningham
- City of Monash
- Caladenia Day Centre
- Chinese Community Social Service Centre (Ethno-specific organisation)
- Lao Elderly Association (Ethno-specific organisation)
- Manningham Community Health Centre
- Polish Community Council of Victoria (Ethno-specific organisation)
- St. Marks Adult Day Centre

The program worker also held a number of focus groups with CALD communities to discuss their understanding of PAG and their ideas on how to provide culturally appropriate services to their communities. Community Groups included:

- Chinese Community Social Service Centre PAG members
- Centre for Philippine Concerns elderly group members
- Eastern Chinese Social Club members
- Knox Hungarian Senior Citizen Club members

3.1 Important factors in developing culturally appropriate PAG:

Through the consultations with PAG agencies and CALD communities, the following factors were identified as being important in developing culturally appropriate PAG:

3.1.1 Promotion

- People heard about PAG primarily through word of mouth from friends and relatives.
- Ethno specific agencies are always the first point of contact for people from CALD, referrals from ethnic workers are very effective.

3.1.2 Staff and volunteers

- Staff or volunteers who speak the same language as group members or a language that group members understand. For example a client speaks a Chinese dialect as well as understanding Mandarin.

- Staff have a good understanding and knowledge of the cultural values and practices of group members.
- Staff who are approachable, client focussed and respect the culture of group members.

3.1.3 Activities

- Free transport or transport assistance to the PAG.
- Opportunities for informal social interaction between group members.
- Client involvement in determining the type of activities offered.
- Familiarity with some group members prior to attending the PAG.
- A variety of indoor and outdoor activities.

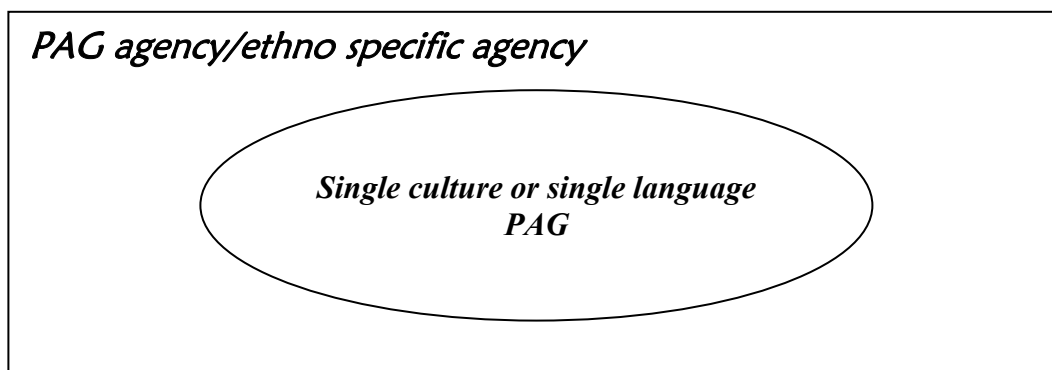
3.1.4 Location and timing of PAG

- Convenient date and time.
- Centrally located.
- It was also noted that administrative and adequate financial support beyond the funding of activity leaders was critical for the successful operation of PAG.

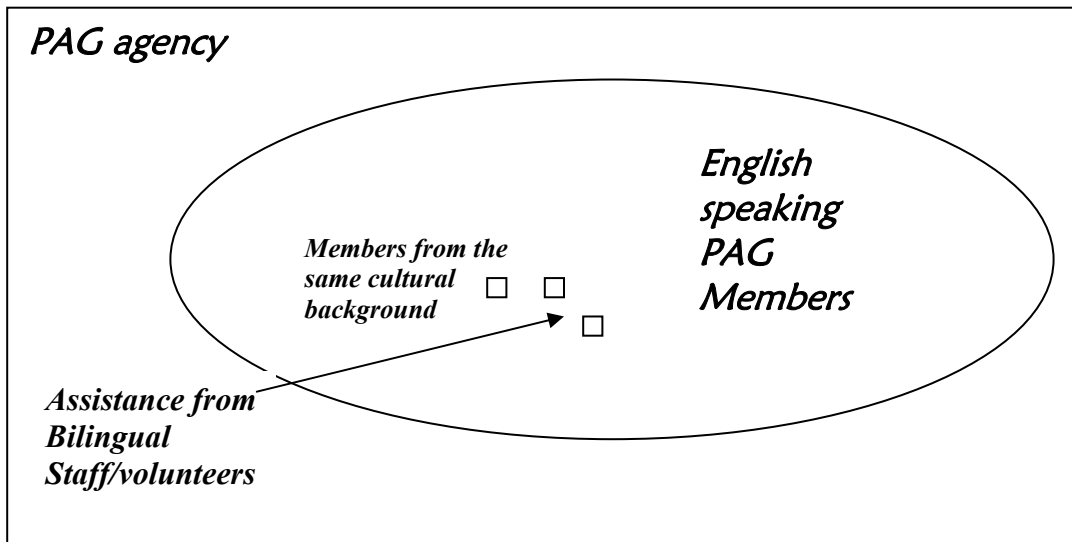
3.2 Existing models in providing ethno specific / multicultural PAG

In the consultations with PAG agencies, the program worker identified three existing models in providing ethno specific or multicultural PAG in EMR. The existing models provided a basic reference for the development of a new cultural model. The following are the existing models:

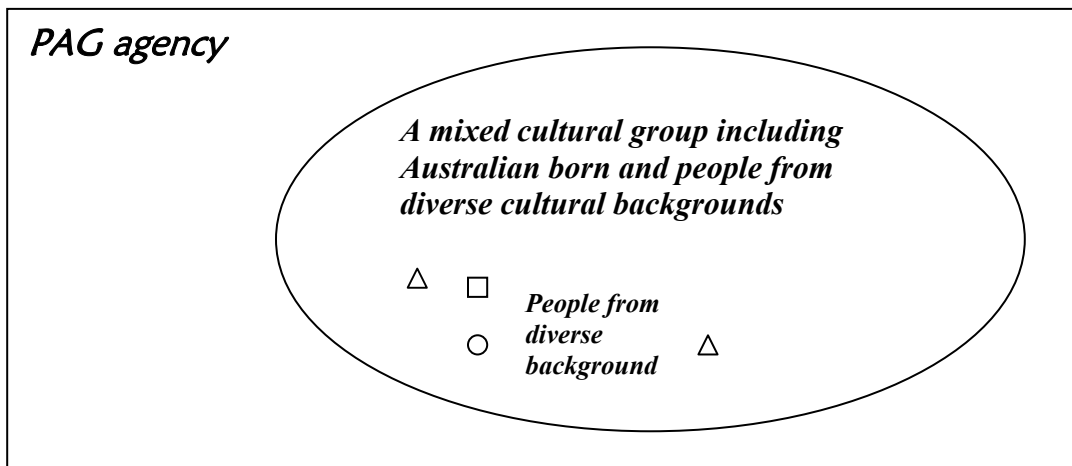
3.2.1 Single culture or single language group in a PAG agency or ethno specific agency



3.2.2 *A small number of clients from the similar/same cultural background within a larger English-speaking group but with volunteer/staff from the similar/same background to support the activities.*



3.2.3 *Mixed cultural group*



4 Pilots of PAG Cultural Model

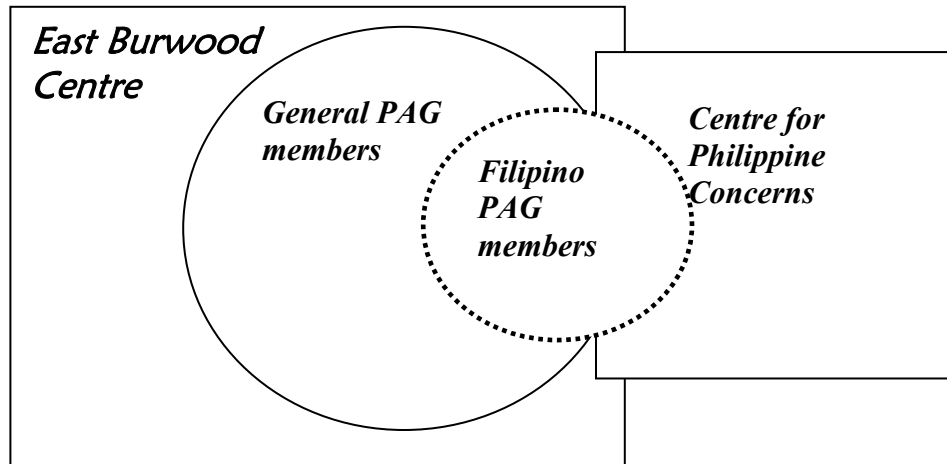
Based on the consultations with PAG agencies and CALD communities, two pairs of agencies formed partnerships to undertake the pilots of PAG Cultural Model. Pilot agencies were:

- East Burwood Centre
- Centre for Philippine Concerns
- City of Whitehorse
- Cambodian Community Welfare Centre

After a few discussion meetings between agencies, all the pilot agencies adopted their PAG cultural models. Action plans for each pair of pilots were developed and distributed in the launch of PAG Cultural Model Pilot Project in May 2003.

4.1 Pilot Project 1: East Burwood Centre and Centre for Philippine Concerns

Form a small ethno specific group within a larger PAG
in partnership with an ethno specific agency



Main roles of East Burwood Centre:

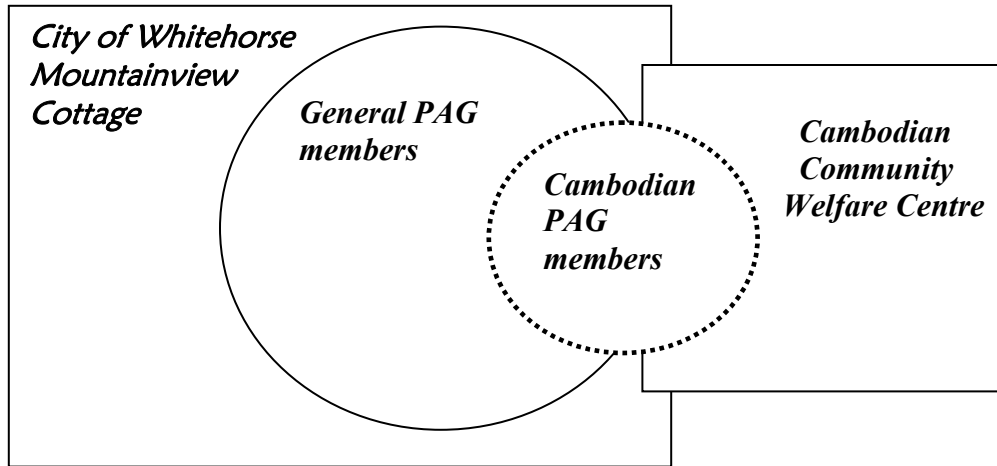
- Maintain general business in organising a PAG – venue, volunteers, activities etc.
- Record MDS data
- Maintain a reasonable proportion of ethno specific members
- Develop feedback strategies and receive feedback from group members and ethno specific agency's volunteer and staff on a regular basis.
- Prepare and translate information fact sheet about the Centre in "Tagalog".

Main roles of Centre for Philippine Concerns:

- Bilingual staff/volunteers to provide assistance in organising activity /meal - cultural specific activities/meals to be included in the PAG.
- Provide an information session on Filipino culture for East Burwood Centre staff and volunteers.
- Recruit bilingual volunteers and arrange the roster (ensuring there is at least 1 volunteer in every group meeting).
- Refer members to the PAG.
- Provide assistance in developing feedback strategies. Consult the ethno specific members on a regular basis and provide feedback to East Burwood Centre.
- Arrange transport for members, MIC to provide assistance to link with appropriate voluntary transport providers.

4.2 Pilot Project 2: City of Whitehorse and Cambodian Welfare Centre

Form a small ethno specific group within a larger PAG
in partnership with an ethno specific agency



Main roles of Whitehorse City Council:

- Do the initial assessments
- Maintain general business in organising a PAG – venue, staff, volunteers, activities, transport etc.
- Record MDS data
- Maintain a reasonable proportion of ethno specific members
- Develop feedback strategies and receive feedback from group members and ethno specific agency's volunteer and staff on a regular basis.
- Prepare and translate information fact sheet about the Centre in Khmer (if necessary).

Main roles of Cambodian Community Welfare Centre

- Cambodian worker to provide advice in organising activity /meal - cultural specific activities/meals to be included in the PAG.
- Refer members to the PAG.
- Provide assistance in developing feedback strategies. Consult the ethno specific members on a regular basis and provide feedback to City of Whitehorse.
- Arrange transport for members who are not Whitehorse residents, MIC to provide assistance to link with appropriate voluntary transport providers.

5 Evaluation Methodology

5.1 Evaluation indicators

- The number of registered PAG in the pilot groups.
- The number of members attending the group activities.
- Participants' satisfaction with the PAG activities.
- The rating of the value of the group model.
- Viability of group size.

5.2 Evaluation Strategy

- Keep attendance records.
- A feedback survey for registered PAG members (Appendix 1).
- Select a sample of 2-4 clients from each pilot group by random sampling to do a short interview about their feelings of the pilot (Appendix 2).
- Interview workers from the pilot agencies to identify the key factors in organising and maintaining the groups (Appendix 3).

6 Evaluation Results

6.1 Pilot Project 1: East Burwood Centre and Centre for Philippine Concerns

The Pilot at the East Burwood Centre and Centre for Philippine Concerns was started from June 2003. Eight people originally registered in East Burwood Centre Thursday's PAG, they were all frail older people, some of them with dementia. The Thursday's group was a games group, members go to the centre to play board games e.g. chess, mahjong and scrabble etc. East Burwood Centre considered the group capacity, number of volunteers and venue arrangement. East Burwood Centre offered Thursday to Centre for Philippine Concerns. East Burwood Centre also consulted the original PAG members, and they were fine in increasing the number of people in the group. The Centre for Philippine Concerns also felt very comfortable to arrange group activities on Thursday every fortnight.

In May 2003, the Centre for Philippine Concerns arranged a visit to East Burwood Centre with a group of Filipino older people. The worker from Centre for Philippine Concerns also delivered an information session on Filipino culture to the staff and volunteers of the East Burwood Centre. The East Burwood Centre also translated the Centre's Information Kit for New Members into Tagalog and distributed the kit to the new Filipino members in June 2003 when the group activities officially started.

The majority of the Filipino members live in Knox and only a few of them live at City of Whitehorse. According to the 2001 Census, in Knox City, 59 people are aged 60+ and were born in Philippine, only 32 people in City of Whitehorse were born in Philippine from the same age group and 46 people in City of Monash. Unlike the city councils, the East Burwood Centre does not have any restrictions in providing services beyond Whitehorse. Therefore, members from Knox were able to attend the group activities.

6.1.1 *Statistics*

| | |
|--|---|
| Number of Filipino group members | 10 members |
| Number of other clients | 8 members |
| Total number of sessions within the pilot period (3 hrs per session) *Filipino group meets fortnightly , the other clients meet weekly | 15 sessions (Filipino members) 29 sessions (Other members) |
| Total hours of attendance | 357 hours (Filipino members) 622 hours (Other members) |
| Average attendance (Filipino group) | $357/45 = 8$ members per session |
| Average attendance (Other clients) | $622/87 = 7$ members per session |

6.1.2 Feedback Sheet Results

Feedback sheets received: 7

| <i>Questions</i> | <i>Results</i> | | |
|--|--------------------------|---|----------------------|
| Q1. The overall impression of the Planned Activity Group that you are attending | Pleased (7) | Neither pleased nor disappointed (0) | Disappointed (0) |
| Q2. The overall impression of the activities that the group organised | Pleased (7) | Neither pleased nor disappointed (0) | Disappointed (0) |
| Q3. How important it is for you to have a few group members who speak your language. | Very Important (5) | Important (1) | Not important (1) |
| Q4. How valuable it is for you to attend the group | Very Valuable (5) | Valuable (2) | Not valuable (0) |
| Q5. If the group continues, will you continue to attend the group activities | Yes (7) | No (0) | |

6.1.3 Interview Results

6.1.3.1 A summary of the interview results with the PAG members

Three members of the Philippine group were interviewed. They joined the group at different times and were invited by group members or the worker from the Centre for Philippine Concerns to join.

In relation to group activities, the members really enjoyed the activities particularly information sessions and outings. However, they would like to see a greater range of activities. The members reported that staff and volunteers at the centre were very polite and helpful. From their observations, the group enjoyed joining with Australian born members of the PAG. Initially they felt that they were too noisy compared to the Australian born group which made them feel uneasy. However, after the members of two groups played games together and talked to each other they all enjoyed themselves as part of a group. This did not however stop people talking and sharing activities within their initial groups at other times.

Group members also reported that at first the group had difficulties in arranging transport for members. This was resolved when Knox Volunteer Resources Centre provided a bus to transport members from their homes to the centre. Initially the cost of the transport was very high, however, following negotiations with the transport provider, the Centre of Philippine Concerns subsidised the cost which allowed members to use the community transport at a lower price. Group members reported that another issue faced by members related to lunch. Initially the Filipino group brought their lunch to the group and shared the food with other group members. However, as the pilot progressed some members stopped bringing their lunch. The East Burwood Centre discussed the issue with group members who agreed to have the lunch prepared by the East Burwood volunteers.

All of the interviewees recommended that the PAG cultural model should continue in the future. The group reported that the model provided a better venue and environment for them to meet, the

members from diverse cultural backgrounds respected each other and the workers and volunteers in the centre were very nice and friendly.

To conclude, interviewees were asked to put a rating for the value of the PAG cultural model, from 1 to 5, “1” represented “Not Good” to “5” represented “Excellent”. Three interviewees all rated “5” - Excellent.

6.1.3.2 A summary of the interview results with the East Burwood Centre workers

Pam Young and Barbara Graham were interviewed. In general, the workers reported that the PAG cultural model was a good model, the members showed willingness to join in the existing group and they came as group rather than individuals, it provided a comfort zone for them.

The workers believed that CALD members were satisfied with the group arrangement and that CALD members and the existing members were mixing well. The cultural model provided a comfortable environment for CALD members to meet on a regular basis and improved the social lives of some of the members who were socially isolated. The workers reported that the pilot could have been strengthened by ensuring that the roles and responsibilities of all workers and volunteers were clearly stated prior to the pilot commencing.

The workers identified four key factors in the PAG cultural model:

- Ensuring the group members felt comfortable.
- Workers and volunteers were aware of and understood the cultural needs of members.
- Roles and responsibilities of all workers and volunteers were clear and understood.
- A balanced ratio of CALD and Australian born participants was maintained.

In the pilot, the ratio of group members was 8 (Australian group) to 10 (Filipino group). It seemed both groups were very comfortable with the ratio.

The workers believed that the model was a good model and they encouraged other agencies to adopt it and develop their own multicultural groups.

6.1.3.3 A summary of the interview results with the Centre for Philippine Concerns workers

Norminda Villanueva was interviewed. The worker stated that the model was simple and flexible and that more ethnic groups and mainstream agencies could adopt the PAG cultural model. The worker felt that the group members were not so sure about how the cultural model worked in the beginning. Gradually, as CALD members developed relationships with the Centre’s workers, volunteers and the Australian born members they felt a lot more comfortable in attending group activities.

At first, transport of members to the centre was an issue, however, this was solved when Knox Volunteer Resources Centre arranged a bus to pick up and drop off the members. Communication between workers was another issue which needed clarification in the beginning. In order to meet the cultural needs of the Filipino clients, the Philippine worker held a workshop for the East Burwood Centre's staff and volunteers on understanding the cultural needs of Filipino older people and the East Burwood Centre prepared a translated information kit to the group members so they could understand the services provided by the East Burwood Centre.

The worker was delighted that the PAG cultural model provided a good venue for the group to meet and the East Burwood Centre's staff and volunteers provided support in organising the group activities. However, there were a few weak points in the group arrangement. The existing Australian born group members were less active or frailer than the Filipino group members, therefore it was rather difficult to arrange physical activities, e.g. dancing and exercise for both groups. Coordination between both centres' workers and volunteers was another weak point; the worker suggested regular meetings could strengthen the partnership.

The worker also identified four key factors in the PAG cultural model:

- A good venue.
- Transport assistance.
- Administrative support.
- Communication support within the organisation and between the two agencies.

The worker indicated that a number of positive results came from the PAG cultural model:

- Isolated older people could access services.
- Clients were better informed about available services.
- Mental and emotional stimulation of group members came from talking to people from a different culture.
- Members learnt from each other.
- Members established friendships with people from a different culture.

In relation to the PAG cultural model in future, the worker suggested that cultural awareness training be offered to volunteers and that a greater range of activities be offered based on consultation with members from each cultural group.

6.2 Pilot Project 2: City of Whitehorse (Mountain View Cottage) and Cambodian Community Welfare Centre

The pilot project of City of Whitehorse Mountain View Cottage and Cambodian Community Welfare Centre started from July 2003. Originally, the Mountain View Cottage offered Friday to Cambodian Community Welfare Centre, because there was a capacity for the Friday's group to increase the number of members and the Asian worker also works on Friday who would be the facilitator of the group. However, after a few discussion meetings with the group at Cambodian Community Welfare Centre, the group decided to join Monday's group at Mountain View Cottage. The Monday's group is an Indo-Chinese group, members are mainly come from different countries in South East Asia.

According to 2001 Census, there were 58 people aged 60+ who were born in Cambodia within City of Whitehorse, 23 people in Maroondah, less than 10 in Monash and Manningham respectively. Although City of Whitehorse PAG can accept people who are non-Whitehorse residents, the Cambodian members are mainly residing in City of Whitehorse. From the data showed above it seemed that the attendance matched with the demographic distribution. However, after interviews with clients and workers, transport and activity costs were another factor why non-Whitehorse residences were not attending the group. This point will be elaborated in the interview results.

Mountain View Cottage has three workers and volunteers with Asian background. They can speak some Asian languages but not Khmer (Cambodian language). However, they still manage to communicate with the whole group through assistance from group members. These workers and volunteers also prepare Asian meals for the group members in their activity day. The worker from Cambodian Community Welfare visited the group at Mountain View Cottage a number of times to ensure the group members were settling well.

6.2.1 Statistics

| | |
|--|--|
| Number of Cambodian group members | 6 members |
| Number of other clients | 10 members |
| Total number of sessions within the pilot period (6 hrs per session) | 25 sessions |
| Total hours of attendance | 774 hours (Cambodian members) 960 hours (Other members) |
| Average attendance of Cambodian people | $774/150 = 5$ members per session |
| Average attendance of other clients | $960/150 = 6$ members per session |

6.2.2 Feedback Sheet Results

Feedback sheets received: 6

| <i>Questions</i> | <i>Results</i> | | |
|---|----------------|---|---------------------|
| Q1. The overall impression of the Planned Activity Group that you are attending | Pleased (6) | Neither pleased nor disappointed (0) | Disappointed (0) |

| <i>Questions</i> | <i>Results</i> | | |
|--|--------------------------|---|----------------------|
| Q2. The overall impression of the activities that the group organised | Pleased (6) | Neither pleased nor disappointed (0) | Disappointed (0) |
| Q3. How important it is for you to have a few group members who speak your language. | Very Important (5) | Important (1) | Not important (0) |
| Q4. How valuable it is for you to attend the group | Very Valuable (6) | Valuable (0) | Not valuable (0) |
| Q5. If the group continues, will you continue to attend the group activities | Yes (6) | No (0) | |

6.2.3 Interview Results

6.2.3.1 A summary of the interview results with the PAG members

Two members of the Cambodian group were interviewed both of whom were referred by the Cambodian worker to the Whitehorse PAG. In relation to group activities, the members really enjoyed the activities particularly the outings. One of the members is multilingual, speaking a number of Asian languages and his language skills were a great resource for the group.

In attending the group activities they were delighted that the City of Whitehorse provided transport for them, but they also complained that the bus sometimes was not on time. They also indicated that the fee for attending group activities was expensive for a pensioner.

The members reported that the cultural model is a good model as members can learn from each other and they have time to talk to people from different cultural backgrounds. They suggested that 12-13 people in a group would be the most appropriate number as they felt that it is too difficult to communicate if there is more than this number of people in a group. For the ethnic group to feel comfortable within the bigger group, it is significant to maintain at least 3 to 4 members from the same cultural background.

Interviewees were asked to put a rating for the value of the PAG cultural model, from 1 to 5, “1” represented “Not Good” to “5” represented “Excellent”. One of the members rated “4” and the other rated “5”.

6.2.3.2 A summary of the interview results with the City of Whitehorse workers

Geof Collister, Cuong Huynh and Tina Dao were interviewed. The workers indicated that the PAG cultural model was fine, the Cambodian members seemed to fit in quite well. The Cambodian members joined the existing Indo Chinese group held on a Monday. The members enjoyed indoor and outdoor activities. Sometimes they complained about the time schedule, but generally they were satisfied with the service. The cost was a huge issue for the new members, some of them felt that the cost was too high for them. For people who resided outside the City of Whitehorse, transport was an

issue as the council's policy only allows the Cottage to provide transport assistance to Whitehorse residents. Therefore, if a non Whitehorse resident wanted to join the group he/she needed to organise his/her own transport or asked the volunteer resources centre for assistance. As a result, the cost of attending the group activities would be higher as the person needed to pay the fee of the PAG and the transport fee. A few potential new members to the group decided not to attend the group as a result of the cost of transport.

Bilingual workers who spoke Asian languages were a bonus for arranging the group. Communication between the CALD members and the centre were facilitated by the bilingual workers.

The workers indicated that there were a number of positive and negative factors about the PAG cultural model:

The positive factors were:

- Injection of another culture into the program.
- Able to service another CALD group.
- Integration of CALD group and mainstream groups.
- Members developing friendship with people from different cultural backgrounds.
- Members sharing their cultural experiences with other people.

The negative factors were:

- People unable to attend the group because of the cost.

From the workers' experience the key factors in the success of the PAG cultural model were:

- An appropriate venue for the group to meet.
- Open dialogue and discussion with members of the group.
- Providing culturally relevant activities.
- Providing transport assistance.
- Bilingual workers and volunteers.
- Support by community leaders.

The workers also reported that the PAG cultural model was positive in that people from CALD backgrounds utilised existing mainstream resources, group members experienced different cultures and learnt to accept differences. The cultural model widened people's choice in attending social activities and improved the opportunities for socially isolated people to meet with others. The workers suggested that more CALD groups should be arranged in future in partnership with ethnic groups.

6.2.3.3 A summary of the interview results with the Cambodian Community Welfare Centre worker

Bunnary Soch who is the worker with the Cambodian Community Welfare Centre was interviewed. From the worker's observation Cambodian members were very happy at Mountain View Cottage. The cultural model arrangement was very appropriate for the group members. In general the members were all satisfied with the activities and they enjoyed the outings. However, one of the

shortfalls of the outings was that members needed to pay extra for their meals when they were dining out. Due to peer pressure, members were afraid to show that they could not afford the extra cost, so they continued to go out and pay. From the Cambodian worker's point of view members should discuss the issue with the activity workers and inform them if they have financial difficulties. Making complaints was not common for Asian people and activity workers need to be aware of this and develop alternate means of receiving feedback.

The positive factor of the PAG cultural model was that the model catered for specific cultural needs for people with similar backgrounds and interests and group members supported each other. A weak point of the group was that the activities catered for the majority of the group. Sometimes the minority did not have a choice to choose an alternate activity. The worker suggested that individual needs should be met. Transport for non Whitehorse residents and activity costs were the biggest issue for the group. The Cambodian worker found it difficult to refer new clients to the group due to this.

As smaller ethno specific agencies have limited resources the PAG cultural model allows these agencies to utilise existing resources and infrastructure to organise a group for their community. The Cambodian worker reported that the model was one of the best models to cater for the CALD group's needs.

The Cambodian worker suggested that the positive aspects of the PAG cultural model were:

- Sense of belonging amongst the group members.
- Improvement to members social network.
- A chance to get out of the house.
- Opportunity to explore Melbourne in a safe environment which they could not do it by themselves.

The worker reported that input from ethno specific agencies was the key factor in arranging the cultural specific PAG. She encouraged other groups to adopt the model in the future.

6.3 Conclusion

To summarise the results of the pilot, all pilot agencies and the PAG members were satisfied with the PAG cultural model. All four agencies agreed that the cultural model was a good and effective model. The attendance rate of the group was very high. Group members were very happy to attend the activities.

Workers indicated the positive factors of the PAG cultural model were that it catered for specific cultural needs, injected cultural aspects to the program/s, agencies were able to service another group and integrate CALD groups and mainstream groups. There were a few weak points for the model, in particular coordination problems, activity cost and access to transport.

Workers identified a number of positive aspects from the cultural model including that it provided a comfortable and safe venue for the group to meet, allowed isolated older people to access services, people from two cultural groups learnt from each other established friendships and improved their

social network. For the ethnic group to feel comfortable within the bigger group, it is significant to maintain at least 3 to 4 members from the same cultural background. Regular visits from the ethnic group worker or leader is essential for the new members to settle in the new environment.

The development of the model provided an opportunity for both mainstream agencies and ethnic groups to commence discussion, negotiation and establishment of an ethno specific group within the existing mainstream PAG. The PAG cultural model was a first step in exploring alternate ways to meet the needs of CALD communities in social support. There is room for improvement in terms of the design and implementation of the model however the model provided a solid framework for both mainstream and ethnic group to develop further.

Recommendations:

It is recommended that:

Recommendation 1:

The Eastern Region HACC CALD Network provides a platform for ethno specific groups and mainstream service providers to establish partnerships and establish PAG cultural groups.

Recommendation 2:

The mainstream service providers commence discussions with the ethno specific groups to identify potential target groups to start a CALD group within existing PAG.

Recommendation 3:

The mainstream service providers and ethno specific groups design and establish CALD groups by using the PAG cultural model.

Recommendation 4:

Coordination between partners is clarified at the beginning of a new group through establishing meetings between both agency/group's workers and volunteers to discuss the overall roles and responsibilities of all parties.

Recommendation 5:

Prior to establishing the group transport assistance for members is identified and clients are assisted to access available transport.

Appendix 1

Planned Activity Group Cultural Model Feedback Survey

The Migrant Information Centre (Eastern Melbourne) (MIC) would like your feedback on Planned Activity Groups Cultural Model. The information you provide will help us to evaluate the model.

Q1 Please circle the picture that best represents your overall impression of the Planned Activity Group that you are attending.



Pleased



Neither pleased nor disappointed



Disappointed

Q2 Please circle the picture that best represents your overall impression of the activities that the group organised.



Pleased



Neither pleased nor disappointed



Disappointed

Q3 Please circle the picture that best represents how important it is for you to have a few group members who speak your language.



Very important



Important



Not important

Q4 Please circle the picture that best represents how valuable it is for you to attend the group.



Very valuable



Valuable



Not valuable

Q5 If the group continues, will you continue to attend the group activities?

Yes No, if No, Why? _____

Appendix 2

Planned Activity Group Cultural Model Interview – Group Members

1. How did you know about the pilot group?

2. When did you join the group?

3. Did you enjoy/ not enjoy attending the group activities? What are they?

4. Did you enjoy your community group joining with another PAG? Why?

5. Do you have any difficulties in attending or joining the activities? What are they?

6. Do you think the PAG cultural model will benefit the community? Why?

7. Do you want to see this kind of PAG cultural model continues? Why?

8. From your point of view, please rate the value of this PAG cultural model? (From 1-5)

9. Other comments:

Appendix 3

Planned Activity Group Cultural Model Interview - Workers

1. What is your general impression of the PAG Cultural Model?

2. Do you feel that your clients are satisfied/unsatisfied with the group arrangement? Why?

3. Did you experience any difficulties in arranging the group? If so what were they?

4. What were your strategies to solve the problem/difficulties?

5. What are the positive/negative factors about the PAG cultural model?

6. What are the factors, if any, that hindered the development/maintenance of the PAG cultural model?

7. From your point of view, what are the key factors in arranging PAG cultural model?

8. What change did you find from the group members with different cultural backgrounds?

9. What positive aspects do you think have come out from the PAG cultural model?

10. What suggestions do you have in relation to the PAG cultural model in the future?

11. Other comments: