

Eastern Metropolitan Region

Cultural Planning Tool

Action Plan

September 2004

Analysis Report

by
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home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



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1. Introduction:

The Department of Human Services (Eastern Metropolitan Region) (EMR) in partnership with the Migrant Information Centre (Eastern Melbourne) (MIC) collates the data from the Cultural Planning Tools (CPT) of all Home and Community Care (HACC) funded Community Service Organisations (CSO) in the Eastern Region. This data is then analysed and feedback is provided to the sector.

The first CPT Analysis Report for the period 2001 – 2003 was published in May 2004. The report provided a summary of strategies implemented across the Eastern Region in the financial year 2001/2002 and provided examples of strategies implemented by organisations in the same period. The report also summarised strategies that organisations had nominated for implementation in 2002/2003. Due to the late completion of the 2003/2004 CPT plans, no analysis of strategies implemented in 2002/2003 or strategies nominated by organisations for implementation in 2003/2004 were discussed in the report.

EMR received the CPT action plans for the year of 2004/2005 between July and August 2004. This report, therefore provides an analyses of the strategies implemented in 2002/2003 and 2003/2004 and the strategies nominated by organisations for implementation in 2004/2005.

2. Statistics of CPT Action Plan Returns

Total number of CPT action plans returned

<i>Year</i>	<i>Number of plans returned to DHS</i>	
	<i>Mainstream Agency</i>	<i>Ethnic Agency</i>
2004/2005	74	13
2003/2004	74	13

* Eastern Region received 100% return rate of CPT action plans in 2003/2004 and 2004/2005.

3. A summary of strategies that have been nominated by mainstream organisations

In the Eastern Region, HACC funded agencies identified a number of innovative strategies. For this interim report EMR selected three objectives for further analysis. The selection reflected the two objectives that were selected in the previous report.

- ✱ The service has documented information relating to ethnic communities in the local catchment area. (Objective 1.1)
- ✱ Service Imagery. (Objective 5.2)

The focus of these two objectives will be the implementation and monitoring of strategies identified in year 2002/2003 and 2003/2004. The third objective selected is:

- ✱ Processes in place for coordination and / or referral with other relevant agencies. (Objective 3.4)

The analysis of the third objective will focus on the work undertaken between ethnic sector and mainstream agencies in 2003 and 2004.

It is now mandatory for CSOs to provide feedback on the outcomes of the previous years strategies in their CPT action plans. The CPT action plans have been updated to include two tick boxes requesting organisations to rate the ease of implementing each strategy and the effectiveness of the implementation. In addition each monitoring column now indicates the specific element of each strategy and its individual implementation progress and outcomes; this has facilitated analysis and feedback of the CPT plans.

3.1 Objective (1.1): The service has documented information relating to ethnic communities in the local catchment area

3.1.1 Comparison of strategies nominated by organisations between 2001 and 2004:

In general, the most commonly nominated strategies were similar to the strategies identified in the previous CPT analysis report. A point of difference between the two reporting periods was that in the later period more organisations identified updating/reviewing information on ethnic communities rather than obtaining the information. The strategies included:

- ✱ Obtained/updated statistics on CALD communities in Victoria by region or city councils via Australian Bureau of Statistics (ABS) Census/MIC/City Councils/EMR/ethnic groups.
- ✱ Obtained/updated resource listings of local ethnic networks/ethno specific services from MIC or Ethnic Communities Council of Victoria (ECCV).
- ✱ Information obtained from MIC on the CALD communities' customs, beliefs and religions.

- ✱ Developed and reviewed Cultural Resource Kit/Resource library - resources listing local ethno-specific and multicultural organisations made available to staff.
- ✱ Staff attended cultural diversity training and also met with local CALD communities to gather information about CALD communities.
- ✱ Attended local ethnic networks.
- ✱ Contacted ethnic groups for directories and information.
- ✱ Document information on perceptions of dementia in top 20 ethnic groups.
- ✱ Worker to encourage formal and informal connections with specific ethnic groups.
- ✱ List of agencies that provide CALD support available at office. Many of the services from these agencies are brokered for clients (e.g. day programs, in-home services etc).
- ✱ Participation in special cultural projects.
- ✱ Formulate a database outlining information relating to ethnic communities.
- ✱ Collect and collate current demographic information relating to ethnic communities in the local catchment area and write a brief report.
- ✱ Collate internal data regarding CALD background client usage. Report on findings and comparisons between both years and comparisons between usage and the demographics of the catchment demographic report.
- ✱ Continue to compare external statistics with our internal participant profile.
- ✱ Continue to monitor participation rates across MDS data and AVETMISS data to see if reflect percentages as identified in 2001 ABS Census data for area.
- ✱ Service will continue to keep itself familiar with changing statistics and trends of local community through the local government website.
- ✱ Ethnic groups will be offered use of available space for special group functions and events.
- ✱ Conduct audit and develop feedback mechanisms for clients and staff relating to culturally sensitive issues.
- ✱ Development of electronic listing of useful websites for CALD clients.

3.1.2 Analysis:

Objective 1.1 “The service has documented information relating to ethnic communities in the local catchment area” was still one of the objectives that received the highest response rate. However, the focus of the nominated strategies has shifted slightly from the initial stage of collecting/obtaining general information about CALD communities to identifying target groups and reviewing/updating existing resources. Between 2002 and 2004 a number of organisations (30 organisations) used the information collected to collate a community profile and from that they identified the target groups in their catchment areas and collected specific information regarding the identified target groups. Some organisations also indicated that they compared their internal user profile with the demographics of the catchment area to identify and inform future directions in marketing and promotion of services to the CALD communities. However, a number of service providers had not been collecting data on the country of birth or preferred language of their clients (especially clients that have received services for a long time), and some organisations had difficulties in retrieving the data in terms of country of birth or preferred language from their database due to limited knowledge of the data system or limitations in the reporting functions of the database.

In objective 1.1 agencies rated 73% of strategies (77 strategies) as “easy or very easy” to implement with 91% (70 strategies) of the outcomes rated as “effective or very effective”. Strategies rated as “easy or very easy” to implement and where the outcomes were rated as “effective or very effective” included :

- ✱ Information obtained from MIC on the CALD communities’ customs, beliefs and religions.
- ✱ Update statistics and trends of local community through the local government website.
- ✱ Develop stronger links and further establish working relationships with MRC & MIC towards accessing information on local ethnic communities.

The 9% (7 strategies) of “easy” to implement but “not effective” strategies were related to agencies collecting data that had no subsequent influence in service planning and practice within their organisations in 2003/2004.

Seven organisations rated their strategies as “not easy” to implement but the outcomes as “effective or very effective”. These strategies included:

- ✱ Develop Resource information for other CALD Communities as needed.
- ✱ Further discussions to be organised to strengthen established communication links and to jointly develop program(s) to meet specified needs of the Greek and Italian Senior Citizens groups.
- ✱ Monitor CALD make up of client base to assist in most appropriate groups are targeted.

These organisations indicated in the CPT action plans that collecting statistics was not difficult, however gathering information (e.g. contact details or dates/places where the group met) from community groups required more effort and it was not very easy to communicate with some of the community groups whose English proficiency was low. Service providers also reported that a change of staff impacted on their ability to effectively implement the nominated strategies..

There were some strategies nominated under this objective that were not relevant to the objective, for example:

- ✱ Ensure posters on access to interpreters are displayed. (This strategy should be listed under objective 2.3 “Availability of Interpreters actively promoted in multiple languages”)
- ✱ Health information sessions were planned with community groups to promote the services provided by the organisation. (This strategy should be nominated under objective 5.1 “Dissemination of promotional material”)

3.2 Objective (5.2): Service Imagery

3.2.1 Comparison of strategies nominated by organisations between 2001 and 2004:

The strategies which were commonly used are very similar to those identified in the previous CPT report, strategies included:

- ✱ Photos of people from CALD backgrounds were used in service marketing.
- ✱ Internal signage where possible was to include images of people from diverse cultures.
- ✱ Alter signage both internal and external to include some diverse languages.
- ✱ Pamphlets/information on government services were displayed in a range of languages.
- ✱ Information in different languages on display in the reception area.
- ✱ Language identification map was displayed.
- ✱ Ensure Brochures and posters display interpreting service options.
- ✱ All publications advertised availability of interpreters.
- ✱ Public relations and marketing committee to develop a promotional plan for CALD clients incorporating above actions and investigating other options.
- ✱ Improved CALD recruitment profile by using CALD staff in promotional material.
- ✱ Investigated funding opportunities to expand the collection of photos of people from CALD backgrounds to be used in service marketing.
- ✱ Multilingual welcome signs are placed at entrance.
- ✱ Put information in other languages in organisation's website.
- ✱ Art Exhibitions - displaying works created by the participants of HACC program.
- ✱ Promotional materials written and printed reflect cultural diversity.

3.2.2 Analysis

In 2003/2004, 46 organisations monitored the implementation of their nominated strategies under this objective compared to 28 in 2004/2005. The reason for fewer organisations nominating strategies under service imagery was that a number of organisations reported that they had completed the tasks e.g. put up a language map or included pictures of people from CALD backgrounds in their promotional materials, and the organisations indicated that it was not necessary to have any additional strategies under this objective. The organisations also reported that most of the nominated strategies were implemented and service imagery was an ongoing agenda in their organisations. Agencies reported that they would update and review their display, photos or multilingual information on a regular basis.

The analysis of the returns would be strengthened if organisations continued to nominate strategies under this objective, even though it is updating and reviewing of the display, photos or multilingual information. By nominating the strategies it is clear that organisations are continuing their work in this area and what the results of their efforts are.

In relation to ease and effectiveness of implementation of strategies in 2003/2004, 11

organisations rated 13 strategies as “easy or very easy” to implement and the outcomes were “effective or very effective”. Strategies in this category included:

- ✱ Photos of people from CALD backgrounds were used in service marketing.
- ✱ Pamphlets/information was displayed in a range of languages.
- ✱ Promotional materials created and printed reflect cultural diversity.

11 organisations rated 12 strategies as “not easy”, 7 of these were rated “effective”, strategies included:

- ✱ Organise a new brochure which will contain imagery from CALD volunteers.
- ✱ Review the content of organisation’s information booklet with the Patient Information officer.
- ✱ Art Exhibitions - displaying works created by the participants of HACC program.

Two of them were “not effective” and 3 strategies were “not implemented”, the strategies included:

- ✱ Investigate funding opportunities to expand the collection of photos of people from CALD backgrounds to be used in service marketing.
- ✱ New brochure developed. Not yet disseminated.
- ✱ Brochures and signs are produced by public relations manager in the head office.

Only 3 strategies had “no action taken”, the reasons for no action taken were difficulties in website development and change of management.

One of the most common difficulties reported by organisations in relation to service imagery was that they didn’t know how to obtain pictures/posters or translated materials to put on display and limited resources to produce pictures.

3.3 Objective (3.4): Processes in place for coordination and/or referral with other relevant agencies, e.g. ethnic & advocacy agencies

3.3.1 Summary of strategies listed:

✱ *Category 1 – Collecting/Updating organisation list and resources:*

- ✱ Ethno-specific and multicultural organisations listed in the database or resource manual to assist staff with referrals. Update the list on a regular basis.
- ✱ HACC Multi Language Resource List held in Cultural Resource File.
- ✱ Government information is kept in multiple languages.
- ✱ Where staff are unsure of cultural traditions and/or dietary requirements, contact will be made with the relevant cultural organisations or family to ascertain all information pertinent before an appointment for assessment is made with the client/ carer.

✱ *Category 2 - Establish relationships and develop protocol:*

- ✱ Participate in HACC / MIC and regional/local networks.

- ✱ MRC/MIC representative on Advisory Committee.
 - ✱ Managerial or cultural representative will attend at least three multicultural meetings a year.
 - ✱ Liaise with ethno specific agencies. Develop links with relevant ethno - specific services.
 - ✱ To continue ongoing liaison with social support agencies that deal with CALD clients.
 - ✱ Establish protocol with other organisations regarding client referrals especially CALD referrals.
 - ✱ Set targets for staff to establish links with local ethno-specific and multicultural agencies.
 - ✱ In partnership with community groups and organisations in assisting with accessible service delivery.
 - ✱ Staff to participate in forums etc in relation to the needs of CALD clients.
 - ✱ Be placed on CALD agencies mailing lists.
 - ✱ Further follow up and contact throughout year by Coordinator with Library staff -Referring people to our ESL/Literacy classes.
 - ✱ Begin implementing DHS and PCP requirements SCOTT re: enrolments forms and consents forms and follow up other relevant services as requested.
- ✱ **Category 3 - Others:**
- ✱ Commitment to inclusion in PCP service coordination strategies.
 - ✱ Develop a 6-monthly information sheet targeted at ethno-specific and multicultural agencies to advise them of organisation's multicultural activities.
 - ✱ Continue producing Multicultural News biannually.
 - ✱ Write policy on cultural sensitivity & responsiveness for unit manual.
 - ✱ Flexible Care Plans developed with the client to ensure that the maximum support is provided.
 - ✱ Service options are developed in consultation with clients and CALD communities.
 - ✱ Explore funding opportunities to finance the developmental work with CALD communities.

3.3.2 Analysis:

Compared to the previous report there was an increase in the number of organisations reporting their implementation progress under objective 3.4, "Processes in place for coordination and/or referral with other relevant agencies". From 50 organisations in the previous report to 58 organisations in 2003/2004 and 57 in 2004/2005. A variety of strategies were nominated and implemented. From the strategies, organisations demonstrated that they were very keen to link with ethno specific organisations or community groups. Examples of strategies implemented included the development of referral protocols and policies, to enhance the coordination and referral process.

Organisations indicated that staff needed to be more active in terms of participating in networks or meetings that related to cultural issues. Participation in such forums would strengthen the organisation's ability to make appropriate referrals and coordinate with the group, including updating relevant information and contact details.

In monitoring the implementation and outcome of 2003-2004, 46 strategies were rated “easy or very easy” to implement and the outcomes were “effective or very effective”. Strategies in this category included:

- ✱ Ethno-specific and multicultural organisations listed in the database or resource manual to assist staff with referrals.
- ✱ Liaise with ethno specific agencies. Develop links with relevant ethno specific services.
- ✱ Participate in HACC / MIC and regional/local networks.

Twelve strategies were rated “not easy” but “effective”, strategies of this category included:

- ✱ Staff will network and liaise with other agencies and share resources
- ✱ The process of becoming familiar with the use of the SCOTT. All staff to receive training in the use of these tools.
- ✱ Service options are developed in consultation with clients and CALD communities.

Seven strategies were rated “not easy” and “not effective”, 4 strategies were “not easy” and “not implemented” and 9 strategies were “no action taken”. Example of this category:

- ✱ Explore funding opportunities to finance the developmental work with CALD communities.
- ✱ Follow up and contact throughout year by Coordinator with Library staff - Referring people to our ESL/Literacy classes.

For organisations that rated their strategies as “no action taken”, it actually meant “task not completed”, therefore, the worker did report the progress and set another timeline to complete the strategies in the coming year.

As with the other objectives organisations reported different levels of ease in implementing the same strategy. For example where one organisation stated that collecting information regarding CALD groups was easy another organisation reported that gathering information about ethnic groups in their catchment area was very difficult. It is not clear why these differences are present i.e. it is not related to the size of the organisation, the demographics of their catchment etc. In general all of the strategies were relevant to the objective.

In monitoring the outcomes of 2003-2004 only a small number (9 out of 57) of organisations reported which ethnic organisations or groups they contacted. In the future agencies are requested to include specific details to better inform our analysis, i.e. which groups the organisation contacted, how often and what was the outcome of the contact.

4. Summary of ethno specific CPT action plans and some comparison

In this section the CPT action plans of the 13 ethno-specific organisations in Eastern Metropolitan Region are reviewed. The CALD sector has been looked at separately because of their unique approach to the CPT process. Ethno specific organisations are not looking to increase the access to their services by CALD clients but to examine the potential to work with mainstream organisations to better meet the needs of their clientele through partnership and information.

4.1 Objective (1.1): The Service has documented information relating to ethnic communities in the local catchment area

4.1.1 Comparison of strategies nominated by organisations between 2001 and 2004:

- ✱ Obtain population profiles from councils, MIC/MRC and ABS.
- ✱ Collecting statistics on CALD background members/clients in Eastern suburbs.
- ✱ Develop resource lists of CALD specific services available to staff.
- ✱ Set up resource library to document information relating to mainstream and ethnic communities in our catchment area.
- ✱ Continuing to build on the data analysis undertaken in previous years.
- ✱ Prepare information regarding Senior Citizens Clubs.
- ✱ Ensure improved access by clients on waiting lists by regular contact and offering mainstream services as an alternative.
- ✱ To collate all statistics in regard to the community.
- ✱ Create resource area for mainstream services available to CALD clients.
- ✱ Updating information on CALD members. Collecting information on new members and record in Minimum Data Set.
- ✱ Staff training on Initial Needs Identification (INI) and the use of Service Coordination Tool Template (SCOTT).
- ✱ Staff training on access priority to HACC basic services.
- ✱ To prepare an essential kit with information about customs, religion and beliefs.
- ✱ Involve PICACC (Partners in culturally appropriate care) to access further resources and up to date information regarding German speaking ethnic communities.

4.1.2 Analysis

Ethno specific organisations had similar demographic data sources via councils and MIC/MRC. Most of the ethno specific organisations only collected data for their community.

Compared to the previous report, the ethno specific organisations' action plans have a stronger emphasis on collecting data about mainstream organisations and building relationships with the mainstream organisations, so the communities can have more options in applying/receiving HACC services, especially a number of organisations

mentioned needs identification tools or coordination tools which could enhance the referral process.

13 out of 13 organisations have nominated strategies under this objective. 13 strategies were rated “easy or very easy” and “effective or very effective”. Strategies in this category included:

- ✱ Obtain population profiles from councils, MIC/MRC and ABS.
- ✱ Collecting statistics on CALD background members/clients in Eastern suburbs.
- ✱ Updating information on CALD members. Collecting information on new members and record in Minimum Data Set.

Another 7 strategies were rated “not easy” but “effective”, for example:

- ✱ Staff training on Initial Needs Identification (INI) and the use of Service Coordination Tool Template (SCOTT).
- ✱ To prepare an essential kit with information about customs, religion and beliefs.

Only 1 strategy was rated “easy” but “not effective”. The reason for this “not effective” strategy was change of committee members of the group and no collected data was handed over to the new committee members.

Some organisations indicated that it was easy to collect community statistics and contacts of mainstream service providers. However, training staff in using coordination tools was time and resource intensive.

4.2 Objective (5.2): Service Imagery

4.2.1 Comparison of strategies nominated by organisations between 2001 and 2004:

- ✱ Displayed language map in reception and internal signage is in place.
- ✱ External signage in both languages will be displayed. All signs are bilingual.
- ✱ Preparing a display or pamphlets regarding services for elderly and disabled in both languages.
- ✱ We can leave a flier at local government offices and HACC offices etc and with the MIC. Our radio programs are very effective.
- ✱ Display material is usually taken to the venue of the meeting on portable display boards and distributed as handouts.
- ✱ To be highly visual in our cultural events to the wider community.
- ✱ Ethnic media and local free press as well as radio to be used for both volunteer recruitment and informing potential clients of our services.
- ✱ Telephone-answering machine is in both languages.
- ✱ Provide information in the consumer's preferred language each time.
- ✱ Publish HACC Newsletter in community languages.

4.2.2 Analysis

Ethnic media, translated information or bilingual signage were well utilised in ethno specific organisations. Under cultural planning, the ethno specific organisations started to promote their services to the mainstream organisations or the wider community, so the local community or local service providers know the existence of the organisation and the range of services that are provided.

In 2003/2004, 8 organisations reported their progress of implementation on service imagery. In 2004/2005, 6 organisations reported their implementation outcome under the same objective. In general, organisations were keen to maintain their friendly service image to their communities. Most of the strategies were ongoing, for example use of ethnic media to promote services and translate useful information to the communities etc.

In monitoring the outcome of 2003-2004, 7 strategies were nominated by 6 organisations, 7 out of 7 were rated “effective or very effective”, 4 of them were rated “easy” to implement, strategies included:

- ✱ Preparing pamphlets regarding services in both languages.
- ✱ Ethnic media and local free press as well as radio to be used for both volunteer recruitment and informing potential clients of our services.

Another 3 strategies were rated “not easy”, including:

- ✱ Publish HACC Newsletter in community languages.
- ✱ To be highly visual in our cultural events to the wider community.

The major concern indicated by the organisations was the implementation of strategies was labour and resources intensive.

4.3 Objective (3.4): Processes in place for coordination and/or referral with other relevant agencies, e.g. ethnic & advocacy agencies

4.3.1 Summary of strategies listed:

- ✱ Ongoing conversation/ consultation with Aged Care Assessment Service (ACAS) in regards to referrals.
- ✱ Find a referral mechanism to CALD, multicultural services assistance, Aged care services, Centrelink and other advocacy agencies.
- ✱ Attending meetings/in-services with other ethnic services organisations such as WOPAG, Migrant Information/Resource Centre, Councils, etc.
- ✱ Attend HACC Network and Multicultural Education Project's steering group meetings.
- ✱ Develop referral form to be used for intake referrals.
- ✱ Staff training on how to use referral forms.
- ✱ Develop services delivery and referral protocols with other relevant network-agencies.

- ✱ Education of our clients regarding referral process and advocacy will be promoted.
- ✱ Establish partnerships and collaboration with the councils and other services providers.
- ✱ Work with councils via Cultural Equitable Gateway Strategies.
- ✱ Staff has been advised to increase the awareness of consumers in advocacy and referral issue. Conduct information sessions regarding mainstream services to PAG members.
- ✱ The appointed worker must be competent in the Primary Care Partnership - Service Coordination Best practice.
- ✱ Develop a Community Services directory to assist community members locate support services as required.
- ✱ Update local councils' contact numbers in relations to Aged Care services.

4.3.2 Analysis

Similar with mainstream organisations, ethno specific organisations have demonstrated that they were very keen to work with mainstream organisations. The ethno specific organisations collected information about mainstream service providers, e.g. council services or community health services, attended networks and established relationships with mainstream service providers. In the 2004/2005 CPT monitoring form activities shifted from information sharing or establishing relationships to developing referral system. There were two major factors contributing to this shift. Firstly the implementation of Service Coordination Tool Template (SCOTT), all HACC funded organisations will use the same tool to undertake client assessment and the tool enhances coordination between service providers and secondly the Culturally Equitable Gateway Strategies (CEGS). A number of ethno specific organisations received funding to work with councils to increase CALD communities' access to HACC core services and their work in this area was reflected in their CPT monitoring form.

In monitoring the outcome of 2003-2004, 8 nominated strategies were rated “easy or very easy” and “effective or very effective”, strategies in this category included:

- ✱ Update local councils' contact numbers in relation to aged care services.
- ✱ Develop referral form to be used for intake referrals.
- ✱ Education of our clients regarding referral process and advocacy will be promoted.

Another 6 strategies were rated “not easy” but “effective” and 2 strategies were “no action taken”. Organisations indicated that it was labour and time intensive to train staff to use the new tool for assessment and referral. It also took time to develop effective referral systems between organisations.

Culturally Equitable Gateway Strategies (CEGS) was another area indicated by the ethno specific organisations as “not easy” as CEGS involved a variety of organisations (small to large) across regions and organisations needed to work together to achieve a common goal. For a number of organisations CEGS will be a significant part of their cultural planning for the coming 3 years.

5. Conclusion:

The CPT provided a framework for HACC funded organisations to develop their action plan. Organisations in EMR identified a number of innovative strategies demonstrating creativity in enhancing service provision to be more culturally appropriate.

Objective 1.1 “The service has documented information relating to ethnic communities in the local catchment area” was still one of the objectives that received the highest response rate in 2002-2004. Objective 5.2, “Service Imagery” received very low response rate in 2002-2004. The organisations reported that they will update and review their display or photos or multilingual information in a regular basis. For objective 3.4, “Processes in place for coordination and/or referral with other relevant agencies”, varieties of strategies were nominated and implemented by both mainstream and ethno specific organisations. It demonstrated that both sectors were very keen to link with each other. The implementation of SCOTT and CEGS stimulated the development and implementation of referrals between organisations.

Compared to the previous reporting period, the CPT returns of 2004/2005 reflected a stronger understanding on how to develop and implement services to meet the needs of clients from a CALD background. It was evident from the returns that a number of organisations were planning and delivering culturally appropriate services to their clients and establishing relationships with their local CALD communities. It is noted however that organisations are not specific in which communities they are targeting in their promotion or the communities that they are currently working with. The provision of this information would allow for improved knowledge across the region of which CALD communities are working with mainstream organisations and, from this, which communities need further targeted promotion.

Appendix 1

Cultural Planning Tool Action Plan Key Objectives

1. Planning and Access
1.1 The service has documented information relating to ethnic communities in the local catchment area
1.2 The service has a specific Service Plan, Policy or Strategy developed on improving services to people from a CALD background
1.3 The service has information about the needs of specific ethnic services

2. Language Services
2.1 Interpreters / Translators are utilised as required
2.2 Guidelines are in place for the use of Interpreters
2.3 Availability of Interpreters actively promoted in multiple languages

3. Consultation with Clients
3.1 Involvement in decision making
3.2 Quality Assurance
3.3 Processes in place to assist and encourage CALD clients in consultation processes
3.4 Processes in place for coordination and / or referral with other relevant agencies, e.g. ethnic & advocacy agencies

4. Service Development
4.1 Staff Development and Recruitment
4.2 Data is relevant to the needs of CALD clients
4.3 Understanding the needs of clients from a CALD background

5. Marketing and Promotion
5.1 Dissemination of promotional material
5.2 Service Imagery
5.3 Use of Technology

6. Innovative Action Plans
6.1 Resource Development
6.2 Research
6.3 Other innovative ideas/projects