



HOME AND COMMUNITY CARE

CULTURAL ACTION PLAN

2008- 2009

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INTRODUCTION

The purpose of the Action Plan is to provide the Gateway Social Support Options (GSSO) team with strategies and actions to address service provision for people from a Culturally and Linguistically and Diverse background (CALD). The Action plan will promote GSSO's commitment to providing accessible services to a diverse community and assist in assessing achievements and gaps in service delivery, and in prioritising objectives for future planning.

Gateway Social Support Options Home and Community Care (HACC) programs provide frail older people and people with disabilities with access to Community well-being Programs with volunteer support. The HACC Cultural Planning tool is therefore for use with older people or people with a disability who are CALD and who access, or have the potential to access the HACC services.

The Funding and Service Agreement (data collection requirement) requires funded agencies to implement the Home and Community Care, Cultural Planning tool or have a detailed strategy for implementation.

It is GSSO's responsibility to develop and implement practices and structures, which ensure language and/or culture, is not a barrier to service for CALD clients.

GATEWAY SOCIAL SUPPORT OPTIONS

MISSION:- To actively promote Community Well-being through the provision of social support and interactive programs that meet the needs of our diverse and aging community.

PROFILE: Gateway Social Support Options (GSSO) is a community based not for profit organisation providing volunteer based social and recreational support to frail older people, people with disabilities and / or complex needs and their carers.

Since its inception in 1994, Gateway has grown steadily in response to community need for social support options. Its growth also reflects the organisation's success in providing Community Well-being Programs to the HACC target population in the inner western suburbs of Melbourne. GSSO recruits and trains volunteers to provide the supports necessary, that enable eligible HACC clients to achieve and maintain a level of activity and independence, reducing isolation, keeping them at home longer and preventing early admission into institutionalised care.

Volunteers provide opportunities that enable older people and those with disabilities to access a range of activities, which lead to a better quality of life that includes enjoyment, fun and pleasure. These opportunities increase social interaction, improve access and introduce the clients to new ventures that foster new friendships and social networks, promoting the enhancement of life.

ACHIEVEMENTS FOR 2007-2008

- Cultural Liaison officer (CLO) continues to attend and participate in two(2) multicultural network meetings to further explore linkage of programs and possible partnerships
 1. NWCP(North West CALD Partnership) meetings
 2. BMSAC(Brimbank Melton Settlement Advisory Committee) meetings
- Gateway delivered a presentation to the Greek Senior Citizens group in C/- Volunteer West 130 Buckley St Footscray(with the assistance of a Greek Interpreter)
- Gateway participated in a stall based CALD community expo. At Brimbank Festival with a CALD volunteer representing the CALD community
- Cultural Diversity Week and Harmony Day celebrations were incorporated into three of Gateways Planned Activity Groups. The media captured the organisations mix of culture and activity in the local papers (copy attached)
- Volunteers from the Indian, Chinese, Papa New Guinean and Chilean cultures were featured in our Quarterly Volunteer Newsletter (see attached newsletter)
- Gateway coordinated a visit to the Immigration Museum for all its volunteers
- Clients and Volunteers shared cultural food and enjoyed learning about customs during three social gatherings
 1. Friendly Visitor Gathering- traditional Turkish style tea and coffee with sweets were on offer
 2. Flexi Friends Program(Celebrity Chef component)- An African Cuisine was prepared and served by volunteers along with displays of traditional dress
 3. Woodwork Program - Malaysian morning tea was served, with displays of traditional dress
- To recognise International Day of Disability and International Volunteer Day, Gateway coordinated and held a significant community event at the South Kingsville Community Centre on December 5th, 2007. This event featured

clients display of art work with culturally diverse activities and performances including Horn of African Dancing and Turkish Belly Dancing,

- An accredited interpreter assisted an Italian volunteer at a Gateway Volunteer Orientation session, as part of her induction, which proved to be very successful.
- Gateways new database can now distinguish and define the intake of both CALD volunteers and clients. Gateway is currently managing 130 volunteers of which 69 (53%) of these recognised as being from a CALD background and can speak a second language. Gateway is also servicing 178 clients of which 61(34%) of these are recognised as being from a CALD background.
- Gateway conducted its very first client forum with the assistance of an external facilitator and 45% of the clients who attended represented Gateways CALD client group.
- Three (3) new Board members from a CALD background were recruited to the Committee of Management (two more than we had originally anticipated)
- Gateway has a new “volunteers’ resource room” where a resource of current and relevant information on aged care, disability and CALD information, including translated information is available. (also available to Staff & clients)
- Gateways’ Cultural Action Plan is now available to all interested stakeholders. You can now view or download it from our newly developed website www.gatewaysupport.org.au

Ps: CARRIED FORWARD ITEMS:

- Gateways Policy and Procedure manual continues to be developed, therefore the specific policies relating to the translations of rights and responsibilities and grievance procedure has been deferred to this years aims (see 4.1 & 4.2)
- The “Reverse Linking” strategy has been reviewed and now discontinued. So If a new CALD volunteer specifically wanting to visit a CALD client from same culture, but there is no available client, then the volunteer is referred onto “Volunteer West Resource Centre, Buckley St Footscray.
- Gateways referral mechanism is also currently being reviewed and will include the ‘Supported Access’ component within the referral and assessment framework.
- There were no partnership opportunities for ‘07- ‘08 CAP, however there is a partnership opportunity with Western Region Health Centre (WRHC) in the ‘08-’09 Gateway CAP

1. Access

We will ensure that users of our service reflect the ethnic composition of our local community and that our service can be accessed by people from culturally and linguistically diverse backgrounds.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
1.1 Promote Gateway's Services to CALD communities (including Aboriginal & Torres Strait Islanders) in the 3 local government areas (Maribyrnong, Brimbank & Hobson's Bay)	Continue to participate in regular CALD network meetings	CLO	March 2009	Deliver a Gateway presentation to at least one CALD organisation
1.2 Ensure Gateway staff & volunteers have access to professional development and training to enhance their knowledge and skills in supporting clients from CALD backgrounds	Continue to identify suitable CALD training courses/workshops and support and encourage Gateway staff and volunteers to attend appropriate sessions	Manager	June 2009	Record all training courses/workshops attended by staff and volunteers throughout the year. Acknowledge and congratulate staff and volunteers completion of courses/workshops in volunteer PAG planning meetings and Staff meetings. Record in minutes of meeting

2. Cultural Relevance

We will ensure that all of our services are accessible and culturally relevant to people from culturally and linguistically diverse backgrounds. We will be especially responsive to the needs of CALD people.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
2.1 Increase cultural awareness of Staff, Clients and Volunteers	Incorporate cultural events and/or activities in Gateway's Planned Activity Groups	CLO	Mar 2009	The inclusion of at least two relevant cultural events in the Planned Activity Programs ie, Harmony Day and Cultural Diversity Week Invite at least one CALD community representative (relevant to Gateways current CALD client intake) to deliver a cultural awareness presentation

3. Consultation

We will ensure that services to people from culturally and linguistically diverse backgrounds will be planned and delivered in consultation with ethnic communities and/or their representatives.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
3.1 Improve the process of client consultation in their individual service plan	Conduct annual service plan reviews	Client Intake Officer	June 2009	Service plans are conducted with the support of a family member, advocate, carer and/or interpreter to ensure an appropriate service plan is reflective of the clients needs
	Conduct the annual Client and Volunteer Satisfaction Survey.	Manager & Client Intake Officer	June 2009	Evaluate results and record feedback and identify service improvements.

4. Information

To ensure that information about our services and costs, assessment procedures and clients rights will be provided in relevant community languages.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
4.1 To ensure that clients from CALD background understand their rights and responsibilities	Translate “client rights & responsibilities” information from the Client Information Booklet into at least 3 relevant languages	CLO	June 2009	Translated the client “rights & responsibilities” information from the Client Information Booklet into Italian, Greek and Vietnamese
4.2 To ensure that clients from CALD background understand Gateway’s dispute mechanism	Translate the “grievance” procedure from the Client Information Booklet into at least 3 relevant languages	CLO	June 2009	Translated the ‘grievance” procedure from the Client Information Booklet” into Italian, Greek and Vietnamese
4.3 Ensure CALD clients receive the latest updated information detailing services and costs etc.	Translate the new and updated version of Gateways brochure	CLO	June 2009	Translate the new and updated version of Gateways brochure into Italian, Greek and Vietnamese Translate the community well-being Calendar into Italian Greek and Vietnamese

5. Special Program Needs

We recognise that it may be appropriate for some service users from certain cultures to be provided with special services as a group.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
5.1 Where possible, Gateway will link an appropriate CALD volunteer to each PAG , thus assisting with CALD clients language needs	Continue to review and monitor the language needs of the PAG's and actively recruit CALD volunteers for the programs	CLO	June 2009	Continue with recording and monitoring the number of successful CALD client to CALD volunteer links
5.2 To ensure that our CALD clients and volunteers who have minimal levels of English are supported with language assistance	CALD clients with minimal English levels are supported with existing CALD volunteers for language support	CLO	June 2009	Continue with recording and monitoring the number of successful CALD client to CALD volunteer links

6. Service Co ordination

We will work with other organisations and ethno-specific services to ensure that our service users receive a full range of services that meet their needs.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
6.1 Explore partnership/funding opportunities with CALD communities and local government.	Through the liaisons of the CALD network meetings, actively seek suitable partnerships	CLO	Aug 2009	Gateway to have established a successful partnership with a community or local government agency.
6.2 Continue to liaise with CALD organisations to enhance Gateways CALD client group	Collect up to date translated information on the aged and health related brochures & pamphlets to benefit HACC CALD clients	CLO	June 2009	“Volunteers’ Resource Room” is continually being updated with new brochures and pamphlets on information relating to areas of health, the aged, community issues etc. and also available in various languages.

7. Accountability

We will adhere to all relevant and statewide service standards in relation to the provision of services to people of culturally and linguistically diverse backgrounds.

Aims 2008-09	Actions 2008-09	Responsibility	Completion date	Performance measure
<p>7.1 To ensure that the cultural Action plan is regularly monitored and updated in accordance with our service standards and requirements.</p>	<p>Continue the presentation and update of progress of the Cultural Action Plan to Client Intake Officer, PAG Coordinators and Volunteer Coordinator</p>	<p>All Staff</p>	<p>Sept 2009</p>	<p>CAP handed in on due date. Agenda items discussed and minuted at each staff meeting.</p>
<p>7.2 Ensure that Gateway's CAP is accessible to all our stakeholders</p>	<p>Outcomes and statistical information are included in the Annual report which is then made available at the Annual General Meeting</p>	<p>Manager</p>	<p>July 2009</p>	<p>CAP is now made more accessible to all interested stakeholders ;</p> <p>Copy available in Volunteers' Resource Room</p> <p>Copy on display in Volunteers Tea Room</p> <p>Copy on display on Volunteers' Notice Board</p> <p>And view or download from new website www.gatewaysupport.org.au</p>

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