

# Aged Care Service

## Improvement and Health Ageing Fund

ECCV comments on the discussion paper – September 2011

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### Stakeholder details

Name of Organisation	Ethnic Communities' Council of Victoria
Postal Address	Statewide Resources Centre 150 Palmerston Street Carlton North 3054
Contact details: phone, fax and e-mail	Telephone (03) 9349 4122 Facsimile (03) 9349 4967 <a href="mailto:eccv@eccv.org.au">eccv@eccv.org.au</a>
Legal Status (e.g. incorporated, non-profit)	Incorporated, non-profit
Australian Business Number (ABN) or Australian Company Number (ACN)	65071572705
Key Contact person, title/position and contact details	Dr Irene A. Bouzo Senior Policy Officer Telephone (03) 9349 4122 email <a href="mailto:ibouzo@eccv.org.au">ibouzo@eccv.org.au</a>

### Comments

Subject	Your comments (including alternative suggestions and justification)
a) Suggested objectives of the Fund	<ul style="list-style-type: none"><li>• To improve bilingual access support via direct client workers to assist non-English speaking individuals to navigate and access community based services within the HACC Program and broader aged care service system.</li><li>• To improve cultural competency in community and residential aged care.</li><li>• To inform and educate people from CALD backgrounds about aged care, health literacy and active ageing.</li><li>• To increase same-language, same-culture social support and respite.</li><li>• To improve culturally relevant aged care, health and wellbeing programs.</li><li>• To improve the quality and quantity of culturally responsive dementia care, dementia awareness programs and dementia information in languages other than English.</li><li>• To increase utilisation of language services for interpreting and translated information.</li><li>• To increase volunteering in ethnic communities via peer education and volunteer training.</li><li>• To provide leadership and governance support for ethnic senior citizens clubs.</li><li>• Stimulate education and initiatives to provide lifelong learning</li></ul>

	<p>opportunities for people from non-English speaking backgrounds</p> <ul style="list-style-type: none"> <li>• Use the arts for aged care and ageing well education</li> <li>• Use of translated print media and alternative media such as DVDs for ethnic community education on health, mental health and aged care issues</li> <li>• Ethnic communities celebrating festivals with Australia's First Peoples, our Indigenous Communities</li> </ul>
<p>b) Suggested priority Funding areas (including your comments about priorities that can be considered in future funding rounds)</p>	<ul style="list-style-type: none"> <li>• CALD Support &amp; Access Project to assist NESB individuals to navigate/access the aged care system</li> <li>• CALD dementia education</li> <li>• CALD community-based mental health support</li> <li>• CALD aged care information sessions</li> <li>• CALD residential aged care tours and information</li> <li>• Cultural briefing and training for aged care staff</li> <li>• CALD palliative Care education</li> <li>• Enhance CALD volunteering</li> </ul>
<p>c) General comments on the discussion paper for example any perceived omissions or anomalies and suggested alternative approaches</p>	<p>Currently there are some projects funded by the Victorian HACC Program to access HACC services but these do not apply to access for other aged care services such as Aged Care Packages, ACAS and nursing homes. The Victorian CALD HACC Supported Access Pilot Program (SAPP) provides a useful model and learnings in the SAPP Evaluation report.</p> <p>A growing need to be addressed is cultural diversity workforce training for:</p> <ul style="list-style-type: none"> <li>• Recruitment, training and retention of bilingual aged care staff</li> <li>• Cultural competency for residential aged care staff</li> </ul> <p>Innovative approaches to ethno-specific social support and respite such as ethno-specific host home respite and support.</p> <p>Funding for partnerships with other culturally diverse communities e.g. various ethnic communities working together; ethnic and Aboriginal communities working together.</p>
<p>d) Other relevant information (for example any economic or research based evidence supporting the key points discussed in the paper or in your comments)</p>	<p><i>ECCV Response to HACC Social Support and Respite Review</i> (January 2011) at <a href="http://www.eccv.org.au/library/file/policy/Jan_2011_ECCV_comments_on_Social_Support_and_Respite_Review_Reports.pdf">http://www.eccv.org.au/library/file/policy/Jan_2011_ECCV_comments_on_Social_Support_and_Respite_Review_Reports.pdf</a></p> <p><i>A Better Way for Mental Health and Aged Care - a Multicultural Perspective</i> (April 2011) an ECCV Discussion Paper: at <a href="http://www.eccv.org.au/library/Final_2_Apr11_ECCV_Mental_Health_Discussion_Paper.pdf">http://www.eccv.org.au/library/Final_2_Apr11_ECCV_Mental_Health_Discussion_Paper.pdf</a></p> <p><i>ECCV Ageing and Cultural Diversity Strategy</i> (February 2011) at <a href="http://www.eccv.org.au/library/file/policy/eccv_Ageing_and_Diversity_Strategy_Feb_2011.pdf">http://www.eccv.org.au/library/file/policy/eccv_Ageing_and_Diversity_Strategy_Feb_2011.pdf</a></p> <p><i>Meant to Care About Culturally Relevant Dementia Care: Empowering, Informing, Resourcing</i> - an ECCV Discussion Paper to</p>

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	<p>be launched on 16 September 2011 and to be listed on the eccv website at <a href="http://www.eccv.org.au">www.eccv.org.au</a></p> <p>Victorian Department of Health <i>Evaluation of the Home and Community Care (HACC) Supported Access</i> report at: <a href="http://nps718.dhs.vic.gov.au/rrhacs/hacc/ch.nsf/images/SAPP_evaluation_final_Nov_2010/\$file/SAPP_evaluation_final_Nov_2010.pdf">http://nps718.dhs.vic.gov.au/rrhacs/hacc/ch.nsf/images/SAPP_evaluation_final_Nov_2010/\$file/SAPP_evaluation_final_Nov_2010.pdf</a></p>
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