

## **HACC GROWTH FUNDING ROUND 2002 – 2003**

### **INFORMATION SHEET 1: SUBMISSIONS FOCUSING ON PEOPLE WHO ARE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS**

The following information is to assist services to develop applications that address the needs of people who are from culturally and linguistically diverse backgrounds. It describes the target group, suggests some appropriate models of practice and sets out some key issues to consider when developing an application for funding to deliver HACC services to this client group.

#### **1. TARGET GROUP**

Victoria has one of Australia's most culturally and linguistically diverse populations. Approximately 45% of Victoria's population are either first or second generation migrants. A rapidly increasing proportion of Victoria's older population are people from culturally and linguistically diverse backgrounds. Those ethnic communities with the highest proportion of elderly people reflect Australia's migration policy, particularly prior to and post World War II.

#### **2. MODELS OF PRACTICE RELEVANT TO THIS TARGET GROUP**

Services for people from culturally and linguistically diverse backgrounds should be planned and implemented in consultation with those ethnic communities and/or their representatives.

Information for people from culturally and linguistically diverse backgrounds in their own language is particularly important given that many migrants, as they age, lose the second language skills they have acquired and revert to their first language or dialect. It should also be remembered that many migrants may not be literate in either their first language or in English and that written forms of communication may not be appropriate.

Where possible, consumers should have a choice for services to be delivered by workers fluent in the consumer's language. It is acknowledged that ethno-specific service provision may not be available in all parts of the State. Where direct provision by ethno-specific or multicultural agencies such as migrant resource centres is not available or appropriate, local arrangements could include:

- employment of workers from appropriate culturally and linguistically diverse backgrounds by mainstream agencies;
- purchasing of services from ethno-specific or multicultural agencies by mainstream agencies.

Agencies targeting consumers from culturally and linguistically diverse backgrounds must deliver services in culturally appropriate ways in accordance with the HACC National Service Standards and the *Cultural Planning Tool*.

### **3. KEY ISSUES TO BE ADDRESSED IN YOUR SUBMISSION:**

It is important that your submission addresses the issues outlined below. The relevant question numbers relating to the Recurrent/Fixed Term Recurrent Submission Forms have been identified in italics:

- What knowledge and experience does the agency have in relation to providing services to this target group? (*include in Question 5.2*)
- How has the need been identified? (*include in Question 5.2*)
- Have appropriate assessment and referral processes and protocols been developed? (*include in Question 5.3*)
- If the aim is to extend the reach of a “mainstream” service, how will the issues of worker recruitment and training be tackled? (*include in Question 5.3*)
- What consultation has taken place with ethnic and/or multicultural organisations and ethnic communities? (*include in Question 5.4*)
- If there is a partnership arrangement, is it designed in a way that makes best use of the knowledge and experience of the partners? (*include in Question 5.4*)
- Describe the accountability measures that the agency will use to ensure the proposed services are allocated to the intended target group (*include in Question 5.6*)