

Findings of Survey on  
**Awareness and Utilisation of HACC Services**  
**by Inner West CALD Target Groups**

September 2012

Inner West Multicultural Access Project (IWMAP)  
Ethnic Child Care, Family and Community Services Cooperative

# Overview

- Stats of Inner West region – briefing
- Survey result
- Findings

# Local Governance Areas under Inner West Sydney Region

- Ashfield
- Burwood
- Canada Bay
- Canterbury
- Leichhardt
- Marrickville
- Strathfield

# Stats of Sr. People from CALD background

	Ashfield	Burwood	Canada Bay	Canterbury	Leichhardt	Marrickville	Strathfield	Total
Overall Population	41,214	32,423	75,763	137,454	52,198	76,500	35,188	<b>450,740</b>
Aboriginal & Torres Strait Islander People	247	130	303	825	522	1,148	106	<b>3,281</b>
Age 65 and plus (Overall)	5,940	4,682	10,491	18,512	5,381	7,988	4,225	<b>57,219</b>
Age 65 & plus from CALD background (based on country of birth)	3,021	2,660	4,601	11,054	1,385	4,006	2,255	<b>28,982</b>

# Inner West Population 2011&2006

	2011	2006	Change 2011-2006	
			Number	%
<b>Overall Population</b>	450740	418870	31870	7.61
<b>Age 65 and over</b>	57219	53397	3822	7.16
<b>Age65+ (CALD)</b>	28982	27062	1920	7.09

# Survey background

- Voluntary participation
- More than 500 forms distributed
- Received 243 forms
- Translated documents in 9 languages

- Arabic

- Chinese

- Greek

- Italia

- Korean

- Portuguese

- Russian

- Turkish

- Vietnamese

# Limitations

- Many incomplete forms
- Very few comments
- Participants not proportionately distributed

**Not a comprehensive survey;**

**Only give indication**

# Background

Background	Number
Australian	2
Chinese	86
Egyptian	1
Former Yugoslavia	1
Italian	10
Indonesian	39
German	1
Greek	2
Korean	55
Portuguese	8
Polish	4
Russian	9
Thai	1
Turkish	5
Vietnamese	19



# Local Government Areas (LGAs)

LGAs	Number
Ashfield	6
Burwood	6
Canada Bay	3
Canterbury	106
Leichhardt	5
Marrickville	16
Strathfield	1
Out of region	21
Not Stated	79
<b>Total</b>	<b>243</b>

Age/Type	Number
65+	139
65+ & Carer	9
PWD	8
Carer	10
Not Stated	77
<b>Total</b>	<b>243</b>

## Have you heard about HACC Services?

RESPONSE	PERCENTAGE
YES	75%
NO	23%
NOT STATED	2%

Do you know that HACC Services provide assistance to aged, people with disabilities and their carers?

RESPONSE	PERCENTAGE
YES	73%
NO	25%
NOT STATED	2%

## Have you ever used HACC services?

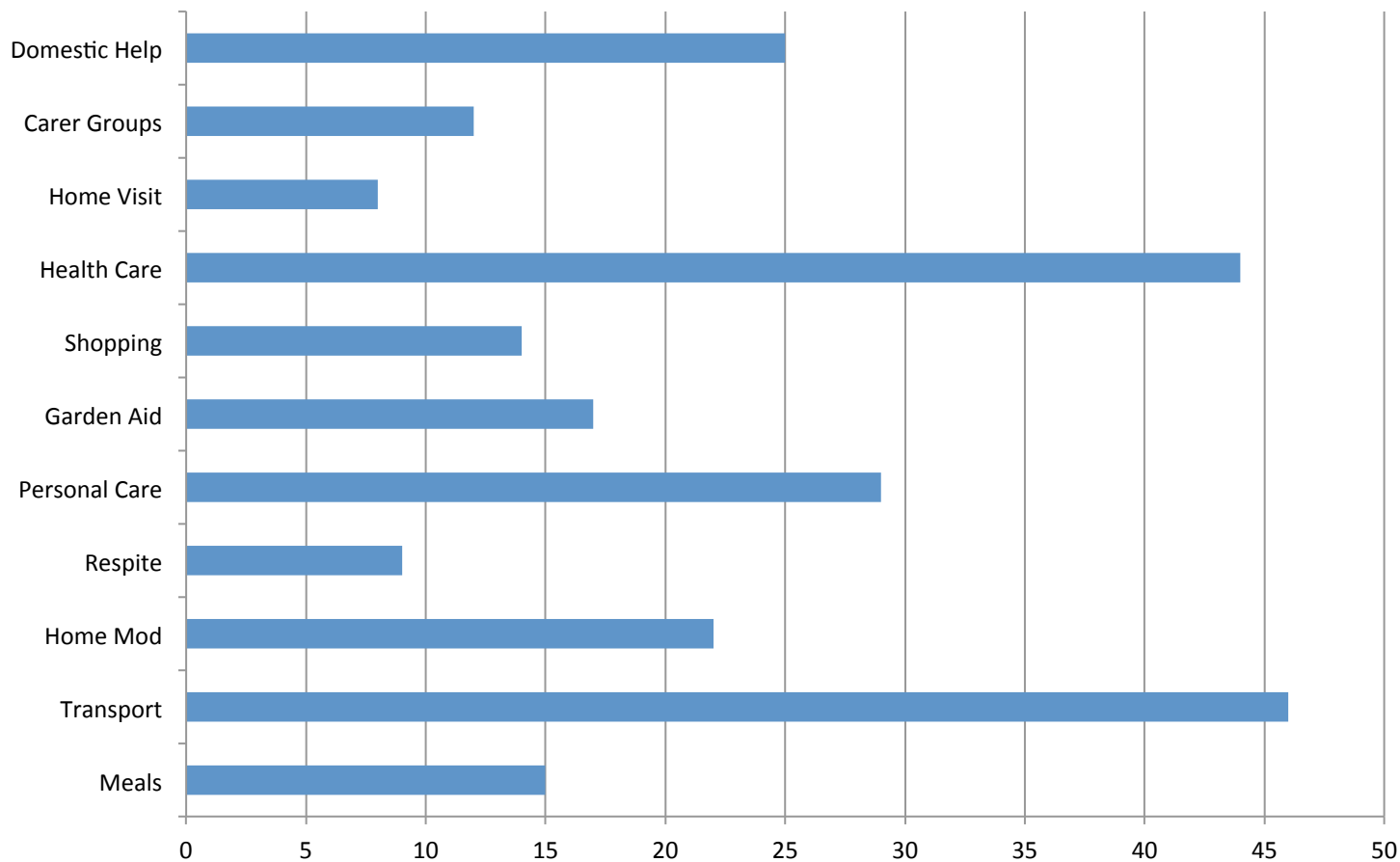
RESPONSE	PERCENTAGE
YES	29%
NO	66%
NOT STATED	5%

## Do you know any friend using HACC services?

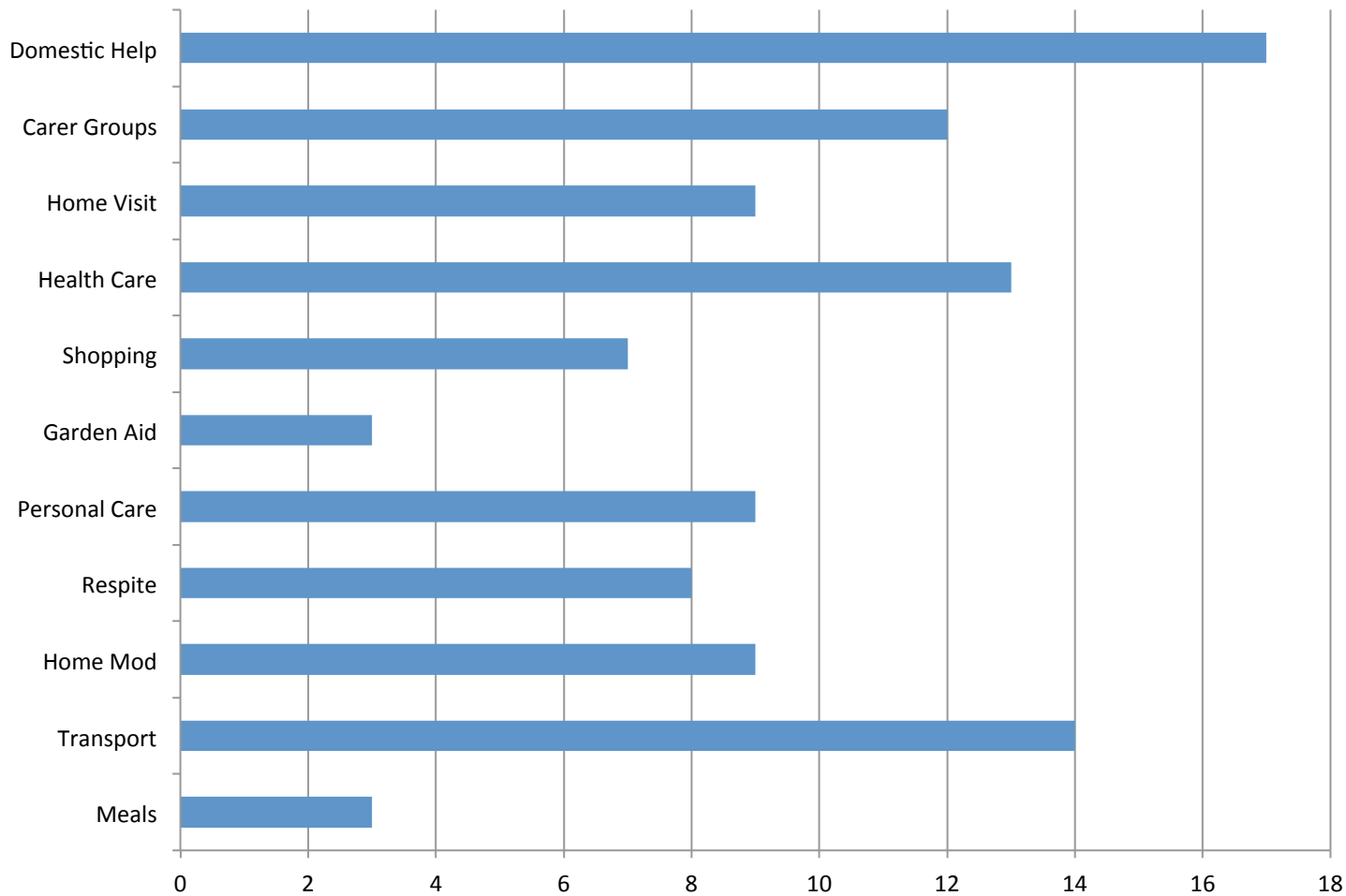
RESPONSE	PERCENTAGE
YES	41%
NO	53%
NOT STATED	6%

# Would you like to know more about HACC Services?

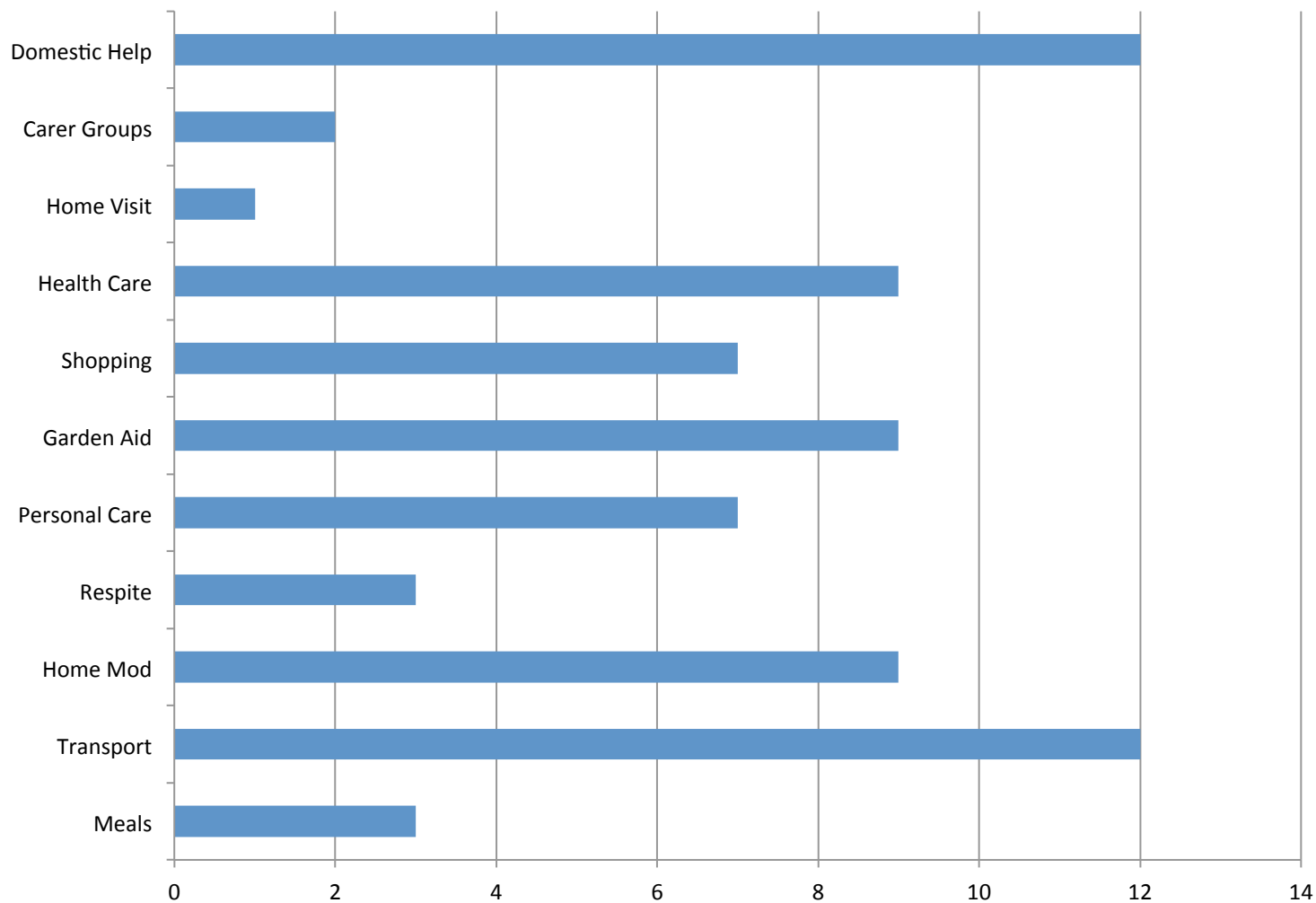
RESPONSE	PERCENTAGE
YES	64%
NO	20%
NOT STATED	16%



# Which services have you used?



# Which services would you like to use again?



# Have you found the services culturally appropriate?

RESPONSE	PERCENTAGE
YES	29%
NO	29%
NOT STATED	42%

# Have you ever had problems using or getting HACC Services?

RESPONSE	PERCENTAGE
YES	17%
NO	40%
NOT STATED	43%

## Main Problems:

- Language barrier
- Limited information on HACC Services (in their languages)
- Too long waiting list for HACC Services, particularly domestic assistance
- Lack of understanding of assessment process
- Each time different worker turns up to help so client had to explain again and again
- Lack of training for workers
- Limited bilingual workers



# Did you know you can access interpreters free of charge?

RESPONSE	PERCENTAGE
YES	49%
NO	33%
NOT STATED	18%

# Have you ever used an interpreter?

RESPONSE	PERCENTAGE
YES	20%
NO	56%
NOT STATED	24%

# Key Findings

- The need for HACCC Promotion and Assistance
- The importance of culturally appropriate services
- The significance of the interpreting services
- The demand for domestic help, transport, home modification, health care

# Team Members

- Bharat Rai
- Keun-Sook Chai
- Luciana Campello Ribeiro de Almeida
- Yvonne Wu

# For more information

Inner West Multicultural Access Project  
Ethnic Child Care Family and Community Services Cooperative  
Ltd

3/142 Addison Road, Marrickville, NSW 2204

Tel: (02) 95691288

Email: [innerwest@eccfcsc.org](mailto:innerwest@eccfcsc.org) or  
[iwmap@eccfcsc.org](mailto:iwmap@eccfcsc.org)

Thank you!