



# Eastern Sydney Multicultural Access Project

## Report on Survey

Building the capacity of HACC service providers to better meet the needs of clients from Culturally and Linguistically Diverse backgrounds.  
2013-2014

# Ethnic Child Care, Family and Community Services Co-operative Ltd



The Ethnic Child Care, Family and Community Services Co-operative Ltd (ECCFCSC) is a community-based, not for profit organisation and receives funding from various departments of Commonwealth and State governments.



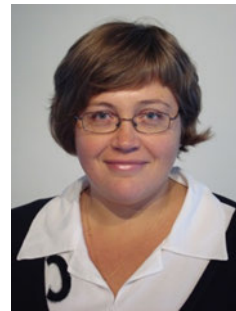
ECCFCSC provides a range of services to achieve its overall goal in making all services accessible and equitable to all Australians including, people with disabilities, their carers, children, families and frail aged people from CALD backgrounds. The diverse focus of its area of work continues to grow through social support, community development, training, information, resources, advocacy and referral.

The philosophy underpinning the ECCFCSC is social justice, with a particular emphasis on Multiculturalism and Access and Equity in children's, aged and disability services.

# Eastern Sydney Multicultural Access Project (ESMAP)

The Eastern Sydney Multicultural Access Project (ESMAP) assists with building greater capacity within Home And Community Care (HACC) services to respond more effectively to the needs of Culturally and Linguistically Diverse (CALD) communities.

Project also provides Counselling/Support, Information and Advocacy Services to elderly people, people with disabilities and their carers from CALD background.





## The purpose of this survey

This survey has been designed to gain a better insight into how HACC service providers engage with Culturally and Linguistically Diverse (CALD) clients and carers.

It asked a series of questions about services' policies and procedures regarding inclusive practice and cultural competence. Survey responses assisted us in identifying needs areas within the sector and informed of our efforts to assist with building the capacity of HACC service providers to better meet the needs of CALD clients and carers.

The Survey was disseminated electronically to more than 80 HACC service providers.



24 service providers from Eastern Sydney - Botany Bay, City of Sydney, Randwick, Woollahra, Waverley LGAs and St George participated in this survey and answered the following questions:



# Does your service have clients from CALD backgrounds?

**24 of 24 participating service providers worked with clients from CALD backgrounds.**





## CLIENTS' BACKGROUNDS:

Afghani, Arabic, Armenian, Argentinian, Bulgarian, Burmese, Chinese (Mandarin & Cantonese), Croatian, Czech, Chilean, Dutch, Egyptian, Fijian, Filipino, German, Greek, Hungarian, Italian, Indian, Iranian, Indonesian, Japanese, Jewish, Korean, Macedonian, Maltese, Nepalese, Pakistani, Pilipino, Polish, Portuguese, Romanian, Russian-speaking, Samoan, Serbian, Spanish-speaking, Thai, Tongan, Turkish, Ukrainian and Vietnamese.



# HAS YOUR SERVICE EXPERIENCED DIFFICULTY IN OUTREACHING ANY PARTICULAR CALD GROUP(S)?

Out of 24 participating organizations:

11 service providers



Yes

10 service providers



No

1 service provider



Not sure

2 service providers



Did not answer





## COMMUNITIES THAT REPORTEDLY ARE NOT SUCCESSFULLY OUTREACHED

Aboriginal and Torres Strait Islander Peoples, Arabic, Bengali, Chinese, Greek, Italian, Korean, Russian, Spanish and Turkish communities, newly arrived groups and newly emerging groups.



**WHAT DO YOU SEE TO BE THE MAIN BARRIERS PREVENTING YOU FROM OUTREACHING THESE SPECIFIC GROUPS OR ALL CALD GROUPS IN GENERAL ?**

Language Barrier

Beliefs

Cultural issues

Shortage/lack of bilingual workers Isolation

Lack of data

Communication

Lack of authentic food from MOW

Cost

Lack of time, trust and data

Funding

Network

Fear of technology

Lack of awareness of the services

Misunderstanding or limited understanding of Australian social system

## DOES YOUR SERVICE HAVE AN ACCESS AND EQUITY POLICY?

Out of 24 participating organizations:

17 service providers



Yes

6 service providers



Not sure

1 service provider is in the process of developing a policy.





## DOES YOUR SERVICE HAVE CALD TARGET GROUPS POPULATION PROFILES IN OPERATED AREAS?

Out of 24 participating organizations:

15 service providers



Yes

8 service providers



No

\*That is something they would like to have.

1 service provider

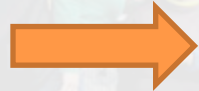


Not sure

## DOES YOUR SERVICE HAVE ANY BILINGUAL WORKERS?

Out of 24 participating organizations:

20 service providers



Yes

3 service providers



No

1 service provider



Not sure



Amongst 18 service providers, up to 10 bilingual workers are employed in each organization.



## LANGUAGES OF BILINGUAL WORKERS EMPLOYED

Arabic, Burmese, Chinese (Mandarin & Cantonese), Croatian, Farsi, Fijian, French, German, Georgian, Greek, Indian, Hungarian, Italian, Japanese, Korean, Polish, Portuguese, Russian, Serbian, Spanish, Turkish and Vietnamese.



# DOES YOUR SERVICE USE THE TRANSLATING AND INTERPRETING SERVICE WHEN WORKING WITH CALD CLIENTS?

Out of 24 participating organizations:

18 service providers  Yes

6 service providers  No

## Reasons for “No”

- ✓ Clients do not require it.
- ✓ Bilingual Staff .
- ✓ English speaking family member.
- ✓ Cost of TIS



## ARE YOU INTERESTED IN PROFESSIONAL DEVELOPMENT?

### Cultural Awareness Training

Out of 24 participating organizations:

19 service providers  Yes

5 service providers  No

### Working with Interpreters Training

Out of 24 participating organizations:

12 service providers  Yes

12 service providers  No

## CULTURAL BRIEFINGS

20 out of 24 service providers would be interested in participating in “Cultural Briefing Sessions” run by the Ethnic Child Care, Family and Community Services Co-op.







## ***What has been done?***

- ❖ Cultural Briefings on Russian and Russian speaking, Vietnamese and Italian cultures were organised and delivered.
- ❖ Demographic stats are available.
- ❖ List of Bilingual workers is available.
- ❖ List of CALD social support groups and  
List of CALD carers support groups are available electronically
- ❖ Training on Cultural Diversity was delivered.
- ❖ Training on “Working with Interpreters” was delivered.

## ***What will be done?***

- ❖ Training sessions and workshops on Cultural Competence will be organised.
- ❖ Cultural Briefings on Asian and Arabic cultures will be organised.
- ❖ Multicultural Project Officers will contact those service providers, who requested ESMAP assistance in working with clients from CALD background.



## EASTERN SYDNEY MULTICULTURAL ACCESS PROJECT (ESMAP)

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