

Multicultural Development Assoc Inc



Culturally Competent Case Management

MDA works with ordinary people who have found themselves in extraordinary circumstances



Agenda for Today's Workshop

- A bit about MDA
- Framework and Case Management Service
- CS Net – a tool to support case management
- Systemic Advocacy
- Case Study discussion



Holistic Services

- **Service Delivery through Case Management**
- **Community Capacity Building**
- **Systemic Advocacy**

Supported By

- Recruitment of culturally diverse workforce
- Skill Development
- Professional Development
- Systems development
- Business Processes

SNAPSHOT OF MDA SETTLEMENT SERVICES

- Approximately 750 families over past year through casework intervention.
- Africa, Middle East, Asia.
- Approximately 60% of families female headed.

Focus on Settlement Support

- **Settlement support is about assisting people to overcome the barriers preventing them from successfully establishing their life in Australia.**

Understanding Settlement

SETTLEMENT

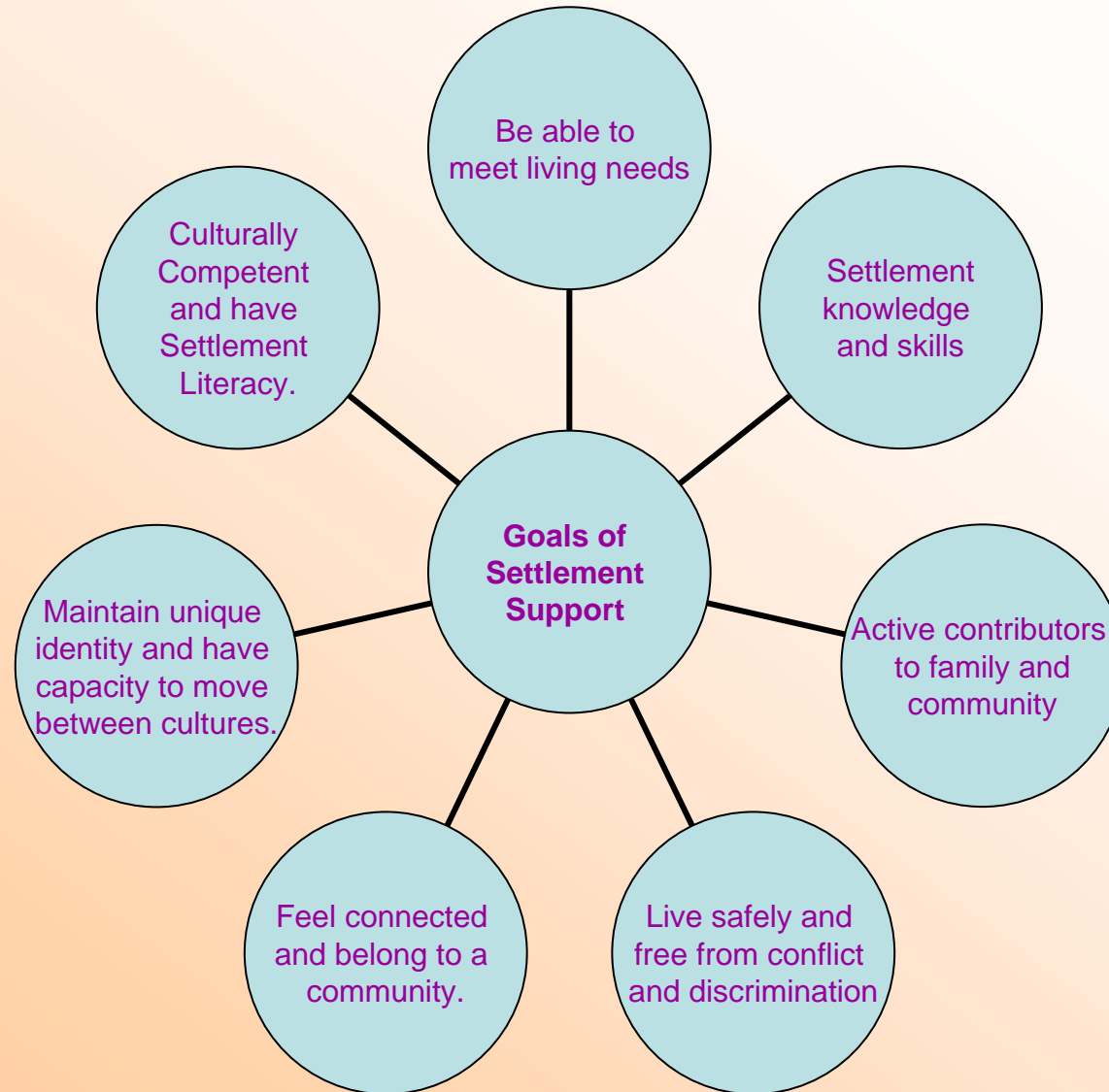
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graph TD; A[SETTLEMENT] --> B[Practical Settlement]; A --> C[Social, Emotional, Cultural Settlement];
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Practical Settlement

(Lifeskills and productive roles)

**Social, Emotional,
Cultural Settlement**

(Life roles, relationships,
community living)



Dimensions of Culture

- Culture is one aspect of identity.
- Other layers of identification
- Necessary to demonstrate competency across other levels of identity as well.
- Focus is on individual client situation.

Layers of Identity

- **Layers of identity (Noel Pearson).**
“I have long considered that individuals and groups possess ‘layers of identity’. These layers include identification with cultural and linguistic groups; religions; places of birth, upbringing, residency and death; local and regional geographic communities Each individual harbours many layers of identity. She shares many of these layers with her closest kin, but there are some layers that she does not share with them. She shares these other layers of identity with other members of society, sometimes long distant from and unknown to her.”

(Noel Pearson – “Layered Identities and Peace”. 23 July 2006.

www.capeyorkinstitute.com.au)

Bonding and Bridging Identities

- Noel Pearson, Robert Putnam, Amartya Sen.
- Bonding identities – “the ties that bind us to those closest to us.” eg cultural identity.
- Bridging identities – “the ties that unite us with other members of our society ... with whom we share commonalities.” eg loving soccer. (Noel Pearson, 2006).

Layers of Identities

Australian

Bosnian

Female

Daughter / Sister

Finished Uni

Loves dancing

Loves movies

MDA worker

Muslim

Australian

Samoan

Female

Daughter / Sister

Going to Uni

Loves music

Loves movies

MDA worker

Christian

Impact of Settlement on Cultural Identity

- Settlement means both *continuity* and *change* in terms of cultural identity
- For successful settlement there needs to be *acculturation* (behaviors, attitudes and life roles).

▪

Community Leaders Definitions of Cultural Competency.

What does it mean to be culturally competent?

It means to be able to :

- interact with someone with a different culture
- communicate your thoughts and understandings,
- listen and learn from someone else,
- build a relationship with someone else,
- try and connect with someone else
- find out what you have in common and build from this
- not be afraid of differences and don't judge
- discover our similarities and respect our differences
- come together as human beings.

Settlement Support is Mutual Exchange

- Settlement support is a process of mutual exchange between worker and client.
- Workers and clients can learn from each other skills in cultural competency.

To be culturally competent it is necessary to have a culture focus.

- Understanding the important aspects of peoples 'bonding identities' and Bridging identities
- Also understand
 - the impact of settlement on cultural identity (cultural identity will change).
 - continuing impact of past (eg torture & trauma experiences etc).
 - traditional supports
 - how, why and when people seek help and access to service
 - peoples experiences of discrimination
 - specific cultural and language barriers.
- And have a commitment to skilling up clients

Case Management Approach



**FOCUS
ON
ASPIRATIONS**



CLIENT ASPIRATIONS

1. To feel healthy and well.
2. To feel settled, safe and confident.
3. To be empowered and active.
4. To have meaningful employment and economic opportunities.
5. To be able to strengthen my family.
6. To feel connected and not alone.
7. To be an active contributor to my community.
8. To be an active contributor to Australian society.

ASPIRATION IMPLEMENTATION

- Across programs in organisation
- Individualised Casework
- Gender strategy (Women's and Men's Strategies).
- Group work
- Community Capacity Building with individual communities.
- Community Education
- Systemic Advocacy.

Supporting Case Management Practice



- People are complex with layers of identity.
- The key to our casework is an individualised aspirational framework.
- Part of our cultural competency as an organisation is built on mutual exchange with clients.
- To support our client work and our planning and advocacy we have developed a case management tool.

CS Net - Building better practice

Knowledge



Information



Data

What is CSnet®?

A cross program information management system—

- Supporting case management
- Tracking tasks/timeframes required under contract
- Supporting management reporting and invoicing, by program and whole-of-org'n
- With personalised access protocols and security
- Deployed on the web or internally

Structure of CSnet®

Personalised login

Secure role structures

Allocation of, access to, clients

Data entry arranged by business
processes

Reporting

Other features

Case Management Framework

- Assessment
- Case Plan
- Do
- Review
- Do /Review
- Exit /Feedback/ Outcomes



- Logoff
- Clients
- Reports
- Utilities
- Group Sessions
- New Client

Clients

- Establishment**
- Workers
- Pre Arrival Needs
- Full Establishment
- Pre Arrival Review
- Sessions
- Reports

Case Establishment

Part 1 : Client Details	
Name	<input type="text" value="Nadine Spencer"/>
Preferred Name	<input type="text" value="Nadine"/>
Gender	<input type="text" value="Select"/>
DOB	<input type="text" value="31-05-74"/>
Nationality	<input type="text" value="Select"/>
Ethnicity	<input type="text" value="Select"/>
Country of Origin	<input type="text" value="Select"/>
First Language	<input type="text" value="Select"/>
Other Languages	<input type="text" value="Hindi"/>
Religion	<input type="text" value="Select"/>
Migration Status	<input type="text" value="Select"/>
Visa Number	<input type="text" value="050505"/>
MPMS Number	<input type="text" value="123"/>
Referral Date	<input type="text" value="05-06-06"/>

Next

Tools that assist Case Planning

- Matching facility for Bi-Cultural Workers
- Key questions like who is the primary decision maker
- Tracking all staff working with client
- Key fields that provide information about culture



- Logoff
- Clients
- Reports
- Utilities
- Group Sessions
- New Client

Clients

- ➔ Establishment
- ➔ **Workers**
- ➔ Pre Arrival Needs
- ➔ Full Establishment
- ➔ Pre Arrival Review
- ➔ Sessions
- ➔ Reports

Workers

Add Worker

Name	Phone	Mobile	Email	Program	Role	Functions
Worker Name 1	+61 7 3666 000	0415 711 291	name1@email.com.au	CSS	Coordinator	
Worker Name 2	+61 7 3666 000	0415 711 291	name2@email.com.au	RSS	Worker	
Worker Name 3	+61 7 3666 000	0415 711 291	name3@email.com.au	CSS	Coordinator	
Worker Name 4	+61 7 3666 000	0415 711 291	name4@email.com.au	RSS	Manager	
Worker Name 5	+61 7 3666 000	0415 711 291	name5@email.com.au	RSS	Coordinator	
Worker Name 6	+61 7 3666 000	0415 711 291	name6@email.com.au	E&T	Worker	
Worker Name 7	+61 7 3666 000	0415 711 291	name7@email.com.au	RSS	Manager	
Worker Name 8	+61 7 3666 000	0415 711 291	name8@email.com.au	CSS	Coordinator	
Worker Name 9	+61 7 3666 000	0415 711 291	name9@email.com.au	RSS	Worker	
Worker Name 10	+61 7 3666 000	0415 711 291	name10@email.com.au	CSS	Coordinator	
Worker Name 11	+61 7 3666 000	0415 711 291	name11@email.com.au	RSS	Manager	
Worker Name 12	+61 7 3666 000	0415 711 291	name12@email.com.au	RSS	Coordinator	
Worker Name 13	+61 7 3666 000	0415 711 291	name13@email.com.au	E&T	Worker	

Supporting Staff to Track Tasks

- Provides staff with alerts and reminders
- Information about case plans from other programs



- Logoff
- Clients
- Reports
- Utilities
- Group Sessions
- New Client

- Clients**
- Establishment
- Workers
- Pre Arrival Needs
- Full Establishment
- Pre Arrival Review
- Sessions
- Reports
- Case Management**

Case Management

Clients	Preferred Name	Internal Identifier	Functions
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
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Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	
Client Name 1	Pref. Name	001	

Open Plan Actions

- Item Heading** 20-06-06
Action Required Lorem ipsum dolor sit amet.
- Item Heading** 20-06-06
Action Required Lorem ipsum dolor sit amet.
- Item Heading** 20-06-06
Action Required Lorem ipsum dolor sit amet.
- Item Heading** 20-06-06
Action Required Lorem ipsum dolor sit amet.
- Item Heading** 20-06-06
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usto duo dolores et ea rebum.

Legend
 Overdue
 Nearly Due (5 days)
 Due in the future

CSnet Reporting

- Getting Information out of CS Net that is

- *Real time*

- *Useful in doing a better job*

- *Relevant to contract requirements*

Reporting (caseworker level)

- Casework profile
- Pre arrival by post arrival
- Client ethnicity report
- Session details
- Client feedback and outcome measures

Reporting (client level)

Individual client reports –

- Status report (planned actions to be done)
- Client details
- Pre arrival review report
- Case history
- Client feedback

Reporting (program level)

- By program, and for level 1 users, cross program
- By date range
- By caseworker
- By content variables –
 - Demographic and family characteristics
 - Compliance requirements
 - Session details
 - By invoice triggers
 - Client feedback and outcome measures

Client feedback on service processes

For instance, on arrival, were you happy with –

- The support provided to deal with any emergencies?
- The food provided?
- The house or flat provided?
- The way helped to sort out banking?
- The way we helped to sort out schools and education needs?

Assessment of client outcomes

From both client and worker perspectives –

- Proficiency in English
- Level of awareness of the challenges in successful participation in the Australian community
- Current level of personal confidence, and capacity to manage, future challenges
- Perception of how safe people feel in Australia

Designed to support front end and back end assessment...

How will the system support good practice

- Tool will guide sound case management processes
- Support us to evidence key issues
- Provide good planning information
- Allow us to more systematically analyse feedback and outcomes
- Support staff to focus on aspirational case planning

Systemic Advocacy - snapshot



- Multicultural Advocacy Worker—towards achieving long-term & sustainable change for culturally and culturally linguistically diverse communities in Queensland
- Issue based systemic advocacy e.g. health, employment, disability, problem gambling, child safety
- Partnerships, collaboration, issue based networks, lobbying, policy responses, submissions, awareness raising to government, participation on government committees
- Community development, projects
- Training, workshops etc.

Rethinking future directions

- MDA case management  systems advocacy – holistic approach
- Systemic advocacy to go beyond increased cultural awareness and sensitivity by government and service providers
- Currently systemic advocacy – ‘baseline’ (raising awareness, advocacy training, ad hoc projects/funding)
- E.g of policy framework in Queensland - Qld Multicultural Action Plans (continuum of actions)
- Need for additional resources and rethinking by government (especially service delivery)
- Collective responses – communities and agencies

MDA Case Management Tool

Critical tool to assist with future systemic advocacy

- evidence – time, needs, issues
- data – structured, collection, collation
- analysis capability increased, including future planning for government e.g regional areas
 - evaluation mechanisms e.g client experiences
 - research opportunities
 - demonstrate complexities of settlement and the interface with government policies and practices
- intervention and prevention measurement
- direct input into a quality assurance and monitoring framework

Challenges for future systemic advocacy

Long term – need resources, persistence, collaboration, state and national lobbying, strong voices from multicultural agencies and community people

To reduce current disparities and inequalities e.g. health

To assist, encourage government systems to engage and connect with CALD communities

To promote a 'mutual exchange' and shared learning framework

Political climate and reality checks

Empowerment of our constituents in government planning and ensuring their skills and strengths are recognised and reflected

Maintain the momentum to educate and challenge attitudes, knowledge, skills, behaviours, policies and practices e.g assessment

Baseline advocacy to additional complexity layers of settlement and culture

Ultimately

MDA to be culturally proficient and demonstrate this to government

(beyond cultural competence, end of continuum Cross, Bazron, Dennis and Isaacs 1989)

“Characterised by holding culture in high esteem. Culturally proficient agencies seek to add to the knowledge base of culturally competent practice by conducting research, developing new therapeutic approaches based on culture, and publishing and disseminating the results of demonstration projects. Culturally proficient agencies hire staff who are specialists in culturally competent practice. Such agencies advocate for cultural competences through the system and for improved relations between cultures throughout society”

We aim to do this through existing practices and the Data Management Tool.

Case Study



**We are keen to hear from
you.....**

In the case study

- **What are the cultural issues**
- **Mutual exchange...what might the worker have learnt**
- **How would this example inform Systemic Advocacy**
- **What skills or information might the client need to navigate the system**
- **What are the community building issues**