

# NARROWING THE CULTURAL AND LINGUISTIC DIVIDE IN THE DELIVERY OF HOME AND COMMUNITY CARE SERVICES



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# What is it?

**A resource offering  
strategic guidance to increase  
the recruitment of bilingual workers  
into the  
Home and Community Care  
(HACC) sector**

# Who developed it?

**Migrant Resource Centre North West  
Region funded through  
the Victorian Government initiative -  
“CEGS - Culturally Equitable Gateways  
Strategy”**

# Why?

**To provide greater choices for people from CALD communities accessing HACC services.**

**Research identified –**

- **significant under-representation of CALD elderly in HACC service user populations. (Wositzky,2003)**
- **limited number of bilingual HACC workers available to provide services to CALD elderly appeared to be a deterrent.**

# Impact and Response

**Posed challenges for policymakers and service providers about service access, equity and responsiveness.**

**Decision to focus on increasing the number of bilingual HACCC workers available to provide support to CALD elderly -**

**personal care**

**home care**

**respite**

# Who was involved?

**MRC North West in conjunction with -**

- **local governments (LGA) from the western suburbs of Melbourne**
- **ethno-specific welfare agencies providing services to CALD elderly**

# Demographic Context

**Western suburbs of Melbourne**

**At 2001 Census, people born  
in a  
non-English speaking country (NESC)  
and aged 65+ years  
accounted for 44%  
(27,102 persons out of 61,595)  
4,966 people grouped under 'other  
countries'. (Wositzky 2003)**

# Policy Context

**HACC services in Victoria are delivered within the policy framework of the Charter of Public Service in a Culturally Diverse Society (1998).**

**Relevant service principles include -**

**Access**

**Equity**

**Responsiveness**

# Sectorial Context

**Project sits within the  
Culturally Equitable Gateways Strategy which  
aims to –**

**“expand and improve the use of mainstream HACCC  
basic services by people from CALD backgrounds.”  
([www.dhs.vic.gov.au](http://www.dhs.vic.gov.au))**

# **Project Objective**


**Increase**

**the number of bilingual workers  
employed to deliver HACCC services**

**to**

**CALD communities in Melbourne's  
western suburbs**

# Recruitment Strategy

1. **Representational staffing strategy for larger LOTE-speaking communities**
  2. **Alternative staffing strategy for smaller LOTE-speaking communities**
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# Larger LOTE-speaking Communities

## Workplace Language Assessment and Planning Tool (WLAPT)

- Step 1 - Assess linguistic profile  
of agency target population**
- Step 2 - Assess linguistic profile of  
agency workforce**
- Step 3 - Compare profiles to  
establish recruitment targets**

# Workforce Language Assessment Worksheet

<b>(A) Top LOTEs</b>	<b>(B) No. &amp; % of total LGA 65+ pop'n</b>	<b>(C) No. &amp; % of total LGA 65+ pop'n excluding those who self-rate "very well" or "well" in English</b>	<b>(D) LGA judgment of % need (from Col. (B) as max. to Col. (C) as min</b>	<b>(E) No. &amp; % of current total EFT speaking language</b>	<b>(F) Variance % between Col. (D)- need &amp; Col. (E)- current staff capacity</b>
<b>Example ITALIAN</b>	<b>(200) 20%</b>	<b>(100) 10%</b>	<b>% 10</b>		

# Linguistic Capacity of Workforce Worksheet

<b>Workers with a LOTE</b>	<b>EFT Hours</b>	<b>Percentage of Workforce</b>
<b>Italian - Home Care</b>	<b>4.0</b>	
<b>Italian - Personal Care</b>	<b>2.0</b>	
<b>ITALIAN TOTAL</b>	<b>6.0</b>	<b>3%</b>

# Workforce Language Assessment Worksheet

(A) Top LOTEs	(B) No. & % of total LGA 65+ pop'n	(C) No. & % LGA 65+ pop'n excluding those who self- rate "very well" or "well" in English	(D) LGA judgme nt of % need (from Col. (B) as max. to Col. (C) as min	(E) No. & % of current total EFT speakin g this LOTE	(F) Variance % between Col. (D)- need & Col. (E)- current staff capacity
Example ITALIAN	(200) 20%	(100) 10%	10%	3%	7% shortfall

# Targeted Recruitment

**Certificate III Aged Care & HACCC  
Traineeships –**


**Job Network Agencies**

**Ethnic Media, Radio & Print**

**Ethno-specific agencies**


**Word of mouth promotion**

# Measure & Maintain Progress

- Measure progress against set targets
  - Identify factors inhibiting achievement
  - Update population data
  - Re-apply Workplace Language Assessment and Planning Tool
  - Undertake targeted recruitment
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# **Smaller LOTE-speaking Communities**

**Low numbers of residents from CALD  
background across a greater number of  
smaller communities challenges the  
viability of implementing the  
representational staffing strategy.**



# Alternative Staffing Strategy for Smaller LOTE-speaking Communities

## Brokerage Strategy – Contracting-in (workers)

- from ethno-specific aged care providers
- from private, labour-hire firms

## Brokerage Strategy – Contracting-out (service)

- to ethno-specific aged care providers currently operating at appropriate capacity

# Specialist Expertise

**In addition to all workers being trained in culturally responsive practice, develop a Specialist Team of workers –**

- **highly developed skills in delivering culturally responsive services**
- **comprehensive knowledge of smaller LOTE-speaking communities**
- **Cultivation of working relationships with key members of smaller LOTE-speaking communities**

# **Critical Role of ethno-specific providers and CALD community groups**

- **Recruitment support**
  - **Raising the profile of HACCC work**
  - **Partnership development**
  - **Service contracting arrangements**
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# Broader Systemic Issues

- **Inadequate supply of qualified job applicants**
- **Equitable access for bilingual students to Certificate III courses**
- **Training targeted to the needs of bilingual students**
- **Effective support for bilingual graduates during training, placement and workforce entry**
- **Partnerships with ethno-specific agencies and communities**
- **Arrangements with adjoining LGAs**
- **Work practices and remuneration**

# Acknowledgements

The strategies documented in the guide and highlighted in this presentation flow from the ideas of many who participated in the Project. They include -

Victorian Department of Human Services

Local government areas of western Melbourne

Maribyrnong

Moonee Valley

Hobsons Bay

Brimbank

Ethno-specific service providers

Municipal Association of Victoria

Ethnic Communities Council of Victoria

CEGS Coordination Team for the WMA

Council on The Ageing

Management and staff of MRC North West Region

# Contact Details

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