

Carers NSW CALD Carers Framework and Strategic Plan 2008/09

Introduction

The Culturally and Linguistically Diverse (CALD) Carers Framework and Strategic Plan 2008/09 is a formal acknowledgement by Carers NSW of the diversity of carers and their experience in NSW. As part of initiative 2.7.1 of the Carers NSW Business Plan 2008/09, the framework and strategic plan is designed to guide Carers NSW approach to CALD carers, with an emphasis on improving our support to and relationships with them.

Carers NSW recognises that carers from culturally and linguistically diverse backgrounds are some of the most 'hidden' in NSW. The purpose of a framework is therefore to ensure the full inclusion of CALD carers in service delivery and information provision across all Carers NSW activities.

Development of the Framework and Strategic Plan

This framework and strategic plan was developed in reference to a review of Carers NSW current and past approaches to CALD carers as well as to the current research on CALD carers. Additional sources, such as current policy for carers, diversity and the NSW Community Relations Commission Ethnic Assessment Priority Standards (EAPS) were also consulted in the development of the framework and strategic plan. This document was also developed in accordance with the National Network of Carers Association's Guide to Good Practice, July 2007.

Culturally and Linguistically Diverse (CALD)

The term culturally and linguistically diverse is commonly used to describe the diversity of language, religion, culture and ethnicity of people living in Australia. The term includes reference to ancestry, country of birth, parents' country of birth, a language other than English being spoken at home, religious affiliation and the length of time of residence in Australia.

While it can be considered that every person is culturally and linguistically diverse, the term is generally used to refer to people from a non-English speaking background (NESB). Moreover, this term does not refer to Aboriginal and Torres Strait Islanders.

CALD Population in NSW

New South Wales is one of the most culturally diverse communities in Australia with people from 140 birthplaces living in the state. In NSW, 26% of people speak a language other than English at home and 31% of people were born outside of Australia (2006 Census).

Policy Context

The *NSW Carers Action Plan 2007-2012* and the *Strategy to improve services for people from culturally diverse communities 2005-2008* provide the key policy context for the planning and development of work with CALD carers. Of particular relevance to developing a framework for working with CALD carers are the five main priority areas identified through the NSW Carers Action Plan 2007-2012, which are:

1. Carers are recognised, respected and valued
2. Hidden carers are identified and supported
3. Services for carers and the people they care for are improved
4. Carers are partners in care
5. Carers are supported to combine caring and work.

Other key documents which provide baseline principles for the development of CALD policy and planning are:

- The National Agenda for a Multicultural Australia (1989) which is based on the principles of Equity, Equality, Access and Participation; and
- The NSW Charter of Principles for a Culturally Diverse Society (1993) which treats the diversity of NSW population as a valuable resource that enhances all aspects of life.

These documents were referred to in the development of this framework and strategic plan for CALD carers.

Key Principles

The CALD Carer Framework and the Strategic Plan 2008/09 is underpinned by a set of guiding principles and the recognition that:

- NSW is a culturally diverse community of carers
- Carers from CALD backgrounds are often the most 'hidden' in NSW
- All Carers NSW services and information need to be responsive and accessible to CALD carers
- CALD carers need to be supported to become active and equal in their participation in services
- Meeting the need of CALD carers is a whole of organisation responsibility.

Key Support Areas

CALD carers face the same issues as Anglo- Australian carers, however, they also face additional challenges related to differences in language and culture. There are four key areas identified, in the research about CALD carers (Cardona, Chalmers and Neilson, 2006), as additional challenges that CALD carers confront:

Language and communication: accessing services and information in a predominantly English speaking and Anglo-centric service system, where often there are not enough bi-lingual workers and information is not always available or culturally appropriate.

Identification as a carer: the term carer does not literally translate into all languages and people from CALD backgrounds do not always easily identify with being a carer.

Understanding and using service systems: a lack of understanding of the health, community care, aged care and disability systems and limited information and knowledge about services as well as eligibility and assessment criteria often leads to the under-use of services.

Stress, dissatisfaction and isolation: community support is not always available, CALD carers are under recognised and acknowledged for the work that they do and are often isolated due to factors such as recent migration.

These four support areas are addressed by the key focus areas of the Strategic Plan.

Key Focus Areas

Legend:

MPDO- Multicultural Policy and Development Officer

PSCU- Policy Strategy and Communications Unit

OPU- Operational Programs Unit

SCCAG- SCAN CALD Carer Advisory Group

CSO- Carer Support Officer

Carers NSW will give priority to the following five key focus areas in 2008/09:

1. Knowledge Development

Objective: To increase Carers NSW knowledge and understanding of CALD carers and the resources available to them.

	Action	Output	Timeframe	Staff	Performance Measure
1.1	Develop a detailed statistical profile of CALD carers in NSW	1.5.1 & 6.6.1	January 09- Ongoing	MPDO	A CALD carer statistical reporting document is developed and updated with data
1.2	Scope and map existing CALD community resources	1.3.3	January 09- June 09	MPDO- PSCU	Scoping document with community resources for CALD complete
1.3	Provide education to CALD carers and professionals working with CALD carers	2.7.4	January 09- June 09	MPDO/ OPU	3 CALD Training sessions are held in NSW
1.4	Ensure Education and Guest Speaking materials are up to date and culturally appropriate	2.7.4	January 09- March 09	MPDO/ OPU	Education and Guest Speaking materials are reviewed annually

2. Information Management and Provision

Objective: To ensure that culturally appropriate information is developed and made available to CALD carers.

	Action	Output	Timeframe	Staff	Performance Measure
2.1	Develop culturally appropriate and specific definitions of carers for CALD communities	1.3.3	January 09- June 09	MPDO/ SCCAG	An activities checklist for CALD carers to use to self-identify as a carer is completed and distributed to CALD carers
2.2	Capture and compile accurate data on Carers NSW diverse client base	1.5.2	January 09- Ongoing	MPDO- PSCU/ OPU	Data about CALD carers from OPU activities and Carers NSW membership is collected and reported on
2.3	Develop CALD specific database for Health, Community Service Providers and Government	1.3.3	January 09- Ongoing	MPDO/ OPU	A CALD Contacts Database is created in Microsoft Excel or Access and kept up-to-date
2.4	Develop a CALD carer support and referral pathway	1.3.3	January 09- June 09	MPDO/ OPU	A document that details the support and referral for CALD carers is completed

3. Partnerships and Networks

Objective: To enhance partnerships and networks with CALD carers and government and non-government organisations working with CALD carers.

	Action	Output	Timeframe	Staff	Performance Measure
3.1	Strengthen and improve support and relationships with CALD carers through: <ul style="list-style-type: none"> ▪ Consultation ▪ Support groups ▪ Membership to Carers NSW 	2.7.3 & 6.11.2	January 09- June 09	MPDO/ PSCU/ OPU	The number of CALD carer consultations, support groups and membership to Carers NSW is increased
3.2	Strengthen and improve partnerships with Area Health Services, ethno-specific and local multicultural organisations	1.3.3	January 09- June 09	MPDO/ ET/ PSCU /OPU	Partnerships are developed to improve the delivery of services to CALD carers
3.3	Increase CALD carers capacity for leadership and representation	3.5.4	January 09- Ongoing	PSCU	Number of active CALD Carer Representatives is increased to 2
3.4	Improve Carers NSW capacity to undertake research on CALD carers in partnership with universities, government and community organisations	3.2.2	January 09- Ongoing	PSCU	A scoping document about potential research topics and research partners and key contacts is developed

4. Communications

Objective: To create awareness and better recognition of CALD carers and Carers NSW information and services for CALD carers.

	Action	Output	Timeframe	Staff	Performance Measure
4.1	Create greater awareness of Carers NSW information resources and services for CALD carers across the 9 offices	2.7.2	January 09- Ongoing	MPDO/ PSCU/ OPU	<ul style="list-style-type: none"> ▪ Mailouts to key stakeholders, ethnic media, key ethno-specific organisations and CALD carer support groups are completed for Sydney and Regional Areas ▪ 1 Presentation is made at a conference ▪ 1 Journal Article is published
4.2	CALD appropriate and specific content is included in all Carers NSW publications	1.6.4 & 2.7.2	January 09- Ongoing	MPDO/ PSCU	CALD specific content increases in the Carers NSW: <ul style="list-style-type: none"> ▪ Carers News ▪ E-bulletin ▪ Carers NSW Library
4.3	Develop new content specific to the CALD community for the Carers NSW Website	2.7.2	January 09- March 09	MPDO/ PSCU	CALD specific content increased on Carers NSW Website
4.4	A position statement on CALD carers is developed	2.7.2	January 09	MPDO/ SCCAG	A position statement on CALD carers in NSW is finalised and ready for distribution

5. Cultural Competence Capacity Building

Objective: To increase the overall cultural competence of Carers NSW.

	Action	Output	Timeframe	Staff	Performance Measure
5.1	Ongoing cultural competency assessment of Carers NSW including the auditing of staff skills	2.7.2	January 09- June 09	MPDO/ CSO	<ul style="list-style-type: none"> ▪ Assess capacity for CSO's to complete NATI training funded ▪ Audit of staff skills complete
5.2	Increase capacity of staff to work and communicate with CALD carers	2.7.2	January 09- June 09	MPDO/ CSO	<ul style="list-style-type: none"> ▪ Working with Interpreters Training for CSO's completed. ▪ Cultural Competence self-training manual completed by 3 CALD focused employees
5.3	Apply for funding for CALD carer community development projects	6.9.3	January 09- June 09	MPDO	Funding sources are identified and 3 submissions for funding are made

Evaluation

The implementation of the framework and strategic plan 2008/09 will be evaluated using the performance measures listed for each action as well as being monitored by the Multicultural Policy and Development Officer, the Carers NSW Board and Strategic Carers Action Network CALD Carer Advisory Committee.

References

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- Department of Ageing Disability Home Care (2005). Strategy to improve services for people from culturally diverse communities 2005-2008, CALD Strategy, 2005-2008
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- Multicultural Disability Advocacy Association (September 2007). CALD Carers and the NSW Carers Action Plan
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