



Waitemata DHB Child Disability CALD Project

Issue 7, April 2011

Welcome to the Waitemata DHB Child Disability CALD Project newsletter. CALD stands for **C**ulturally and **L**inguistically **D**iverse. We're one of several projects funded by the Ministry of Health to help the three Auckland DHBs implement the Auckland Regional Settlement Strategy. Our project runs until June 2011.

Evaluation results are out!

When the Waitemata DHB Child Disability CALD Project began, Child Women and Family services commissioned a formative and process evaluation. The Clinical Research and Resource Centre (CRRC) have completed their research and we have received their final report.

The evaluation examined the Project's progress in establishing the CALD cultural caseworker model. Data were collected through key informant interviews, case studies and observation. A Taskforce was set up to advise the researchers, and included community and family representation.

Researcher Stella Black comments "I thoroughly enjoyed being part of the research team involved in evaluating this Project. Working with the Taskforce members was particularly rewarding and was helpful in guiding the research process. Facilitation by the cultural caseworkers made gathering the CALD families' stories a pleasure, and hearing directly from a range of key informants highlighted the complexities faced by both the CALD families and by the health services and other services working with them."

Here are the key findings.

Accessing services is hard for CALD families

The findings noted the importance of health services recognising that there is higher level of complexity in the needs of CALD children and families. The research documented the frustration and difficulty experienced by CALD families in accessing services. Issues arose from lack of knowledge about what services were available and how to access them, health services being offered in an ad hoc manner, and poor communication.

Support for families

The CALD cultural caseworkers supported families by building relationships and trust, providing education and information sharing, advocating for families and providing practical support. Benefits for families included improved access to services, reduced isolation, increased knowledge and an improved living situation.

Support for health services

The CALD cultural caseworkers supported health services by providing language and cultural support, liaison between services and families and cultural education. They also provided coordination at times, particularly where there was conflict or a breakdown in relations between families and services. Benefits to the services included an improved understanding of families and their backgrounds, improved relationships with families leading to better engagement and outcomes, and a streamlining of processes.

Taking the CALD cultural caseworker model forward

Two things were noted as important in continuing to develop the CALD cultural caseworker model. The first was that the cultural caseworker role is unlike any others in the service and there is still much to be learned about managing and properly support the CALD case workers. The second is that there are still opportunities to fully imbed the model across Waitemata DHB child health services.



Evaluator
Stella Black

There's another CALD on-line training course available

CALD 3 – Working with Refugees is now available as an e-learning as well as a face to face training option. Other courses in the suite include CALD1 – Culture and cultural competency, CALD2 – Working with Migrants (Asian) and CALD4 – Working with Interpreters, and all are available in face-to-face or on-line format. Staff can access these course at www.caldresources.org.nz.



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Building bridges between two communities

There have been some positive developments lately in collaboration between the Chinese and Korean disability communities. Supported by CALD cultural caseworker, Im Soo Kim, and Mario Tang of the New Zealand Chinese Youth Trust, a number of Korean and Chinese parents attended the Ministry of Health Disability Support Consumer Forum held in Albany in March. This is the first time families from these communities have been supported to participate in one of the consumer forums, and it is really good to see these communities becoming more visible. Discussion at the forum included a new model for supporting disabled people, Carer Support, Individualised Funding, respite care and community residential care. Mario Tang comments, "It is important for migrant parents to keep themselves up to date with government policy and to have their voices heard."



Working together: CALD Cultural Caseworker Im Soo Kim and Mario Tang from New Zealand Chinese Youth Trust.



Celebrating Korean Disabled People's Day: Korean musicians provide entertainment for the community.

To celebrate Disabled Peoples Day, which in Korea is on 20 April each year, two Korean trusts, St Peters Trust and the New Wheat Mission hosted a concert for around 200 community members and volunteers. Performers at the concert were mostly volunteers from the two trusts. Members of the Chinese were invited to the concert, and this is the first time the Chinese and Korean disability communities met in a formal setting. More events are planned, including an invitation to the Chinese community to visit the Saturday School, a programme for disabled children and young people run by St

Peter's Trust. Im Soo comments, "It will be good for all our families if we can develop friendships and support each other."

Individualised funding (IF)

There is a new option available for paying for support services called Individualised Funding or IF. This option allows disabled people (or their families or agents) to directly manage the resources allocated to them through the needs assessment process. It provides increased choice about how and when people use their support allocations and who provides the services for them. Options can range from engaging support workers and planning how supports will be used to employing support workers and managing service delivery.

If assessed by a Needs Assessment and Service Coordination (NASC) organisation as appropriate for this option, it may enable CALD families to get support services that better suit their particular needs. IF is currently limited to Home and Community Support Services including Household Management and Personal Care. For more information visit the Disability Services section of the Ministry of Health website www.moh.govt.nz.

For project information contact the project team:

- Im Soo Kim, Cultural Case Worker – 447 0115
- Issa Yusuf, Cultural Case Worker – 837 6624 ext. 6199
- Sandy Latimer, Project Leader – 021 245 7785

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Learn about our seminar for refugee parents.