

CALD Service Info Sheet

Intake of a Client - Things to Consider. July 2008

When a new client enters a respite service they have usually been referred by a case manager or family member. The referrer will often provide details of the client's needs as well as cultural / ethnic background. Here are some useful points to consider and questions to ask:

Minimum CALD data required when assessing a new client:

- Country of Birth (client and his/her parents). Date of arrival in Australia if applicable.
- Cultural Background (e.g. Chinese, but may be born in Indonesia)
- Need for Interpreter Services – yes/no
- Preferred language.
- Indigenous status
- Religious background and celebrated festivals / feast days / name days. This is an important aspect in the lives of many families.
- Specialised food and dietary requirements (e.g. kosher food preparation).
- Gender considerations for personal care.

Whenever possible, have the client's primary care plan translated into the preferred language of the client and their family. If your service is part of the DHS Credit Line system, translations can be provided by Oncall, PH: 9867 3788.

What is Respite?

The concept of respite is foreign to many diverse cultures where families are not familiar with seeking support for care of their child / adult with a disability outside the family group. Many families have originated from countries where government regimes are oppressive and so they may be cautious of govt – funded services. In addition, some cultures hold the view that caring for a disabled family member is the family's responsibility, and to use respite services is a sign of neglect or not coping on the part of the carer. Carers have also reported concerns that their family's beliefs and cultural practices may not be supported by respite service providers. These factors contribute to the low uptake of disability respite services by CALD families.

It is important that time is taken to explain to carers and clients, in their preferred language what your service offers, who are the staff that work with clients, the routines, activities and processes. For facility– based respite, a tour of the facility is essential. For recreation services, photos of clients participating in various activities will assist the family to get an accurate picture of the service. If there are other families of the same cultural background already using the service, ask if they are happy to meet and discuss respite with the new family.

It is helpful if services can have their service brochures translated into diverse languages. The three most common CALD languages in EMR are Chinese, Greek and Italian. RIDE has a pamphlet entitled "Caring for Carers", which describes the main types of respite services available. The pamphlet is available in English, Chinese, Hindi, Arabic, Vietnamese, Greek & Italian. These pamphlets are available to download from the RIDE website: www.respiteeast.com.au Click on library tab, then brochures.

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