

## RECOMMENDATIONS from the Khmer Needs Analysis for frail aged, younger people with disability and their carers (updated January 2009)

Recommendation	Strategies	By who?	Time Frame	Action Taken Since Finalising Report (Jan 09)
<p><b>Recommendation 1</b> That Aged &amp; Disability Services have audio, visual and written translated material available for promotion of their service, client information, etc</p>	<ul style="list-style-type: none"> <li>•HACC Multicultural Access Worker distribute this report to Aged &amp; Disability Services</li> <li>•Aged &amp; Disability Services to note the need for audio, visual and written material In Khmer</li> <li>•Aged &amp; Disability Services plan appropriate material for the promotion of their service to the community</li> </ul>	HACC Multicultural Access Worker Aged & Disability Services	2008 and ongoing	<p>Printed Reports available for communitymembers Electronic version of the report with recommendations for services distributed to Aged &amp; Disability Services in SWS Electronic version available for download on the web-site</p>
<p><b>Recommendation 2</b> Service providers for the Cambodian community continue to support workers interested in working in Aged &amp; Disability Services through promoting opportunities in educational courses and training</p>	<ul style="list-style-type: none"> <li>•Service providers promote job opportunities as they become available</li> <li>•Service providers distribute information on job opportunities to community members when appropriate</li> </ul>	Service providers for the Khmer community	2008 and ongoing	<p>SWS Ageing &amp; Disability Forum has set a Workforce Issues Forum Continue to provide information on opportunities to work in Aged &amp; Disability Services</p>
<p><b>Recommendation 3</b> That Aged &amp; Disability services continue to broker Cambodian workers through Cambodian organisations when required for Day Care and Advocacy, support &amp; counseling support for the community and other Aged &amp;</p>	<ul style="list-style-type: none"> <li>•Aged &amp; Disability services continue to broker Cambodian workers through Cambodian organisations when required for Day Care and Advocacy, support &amp; counseling support for the</li> </ul>	Aged and Disability Services	Ongoing	<p>Multicultural Respite Network continues to broker CAWC for Day Care and the provision of Advocacy, support &amp; counselling services</p>

Recommendation	Strategies	By who?	Time Frame	Action Taken Since Finalising Report (Jan 09)
Disability services	community and other Aged & Disability services			
<b>Recommendation 4</b> That Aged & Disability services recruit Cambodian workers into their services	<ul style="list-style-type: none"> <li>That job advertisements for positions in Aged &amp; Disability services be promoted through the egroups and service providers and organisations for the Cambodian community</li> </ul>	Aged and Disability Services	Ongoing	Through distribution of the report, Aged & Disability Services have noted the need to advertise across the relevant egroups
<b>Recommendation 5</b> That Aged & Disability services use interpreters to communicate with their Cambodian clients	<ul style="list-style-type: none"> <li>HACC Multicultural Access Worker promote the use of interpreters to the Ageing &amp; Disability Forum</li> <li>The Khmer Interagency encourage their Khmer clients to ask for interpreters when accessing Aged and Disability services</li> </ul>	HACC Multicultural Access Worker Khmer Interagency	Ongoing	Through distribution of the report, Aged & Disability Services will note the need to use interpreters Ongoing promotion to encourage services to use interpreters Cambodian workers advocate on client's behalf when needed
<b>Recommendation 6</b> Through the HACC Translation Project seek funds to have the Khmer HACC handbook in audio format	<ul style="list-style-type: none"> <li>Write to the HACC Translation Project requesting that they consider funding these recommendations</li> <li>Follow up response and actions</li> </ul>	HACC Multicultural Access Worker and Khmer Interagency working group	2009	HACC Multicultural Access Worker to find out the cost of audio version of the resource and apply through the HACC Translation Project Promote SBS Homereach Series – podcasts about HACC and related issues available for download on SBS site
<b>Recommendation 7</b> Through the HACC Translation Project seek funds to dub the Central West DVD/Video "Helping You at Home" into Khmer	<ul style="list-style-type: none"> <li>Write to the HACC Translation Project requesting that they consider funding these recommendations</li> <li>Follow up response and actions</li> </ul>	HACC Multicultural Access Worker and Khmer Interagency working group	2009 with a review of actions 2010	HACC Multicultural Access Worker to find out the cost of dubbing this resource Seek support from Khmer Workers to find out the cost through SBS
<b>Recommendation 8</b> That further study on the issues and needs for Cambodian Carers be carried out	Refer this recommendation to the Carers Interagency for action	Carers Interagency	2008	Establish whether Khmer Carers Group is still in existence and then recommend the group leader follow this up
<b>Recommendation 9</b> That service providers for the	<ul style="list-style-type: none"> <li>KI working party develop</li> </ul>	Khmer	Annually	Develop a form to gather evidence to support this need

Recommendation	Strategies	By who?	Time Frame	Action Taken Since Finalising Report (Jan 09)
Cambodian community gather evidence to support the need for additional Community Aged Care Packages (CACP), Extended Aged Care (EACH) packages and aged and disability services for the community	a form •KI members record requests and information that will support eg case studies •KI submit information annually	Interagency	Development of form – 2009	Khmer Interagency members record information Submit to MCCS at least annually
<b>Recommendation 10</b> Service providers for the Cambodian community consult with ARCH (Association to Resource Cooperative Housing) regarding the possibility of providing suitable accommodation near the temple for Khmer Elderly	•ARCH to present at the Khmer Interagency •From this presentation further strategies to be developed	Khmer Interagency	2007 – ARCH presented at the KI 2008 and onwards plan further strategies	The Bonnyrigg Partnerships Project worker to update what action has been taken in relation to this issue Investigate whether the Government's new initiatives in housing will benefit the community
<b>Recommendation 11</b> That service providers for the Cambodian community write to the Department of Housing about the possibility of grouping together a number of Khmer Elderly living in Public housing so that they can provide support to each other	Khmer Interagency working group write a letter to the Department of Housing	Khmer Interagency working group	2009	The Bonnyrigg Partnerships Project worker to update what action has been taken in relation to this issue Clarify whether it is still necessary to write to Housing NSW Workers continue to advocate on behalf of the community
<b>Recommendation 12</b> Need for a culturally-effective social support service be included in CALD Planning for DADHC in 2007	Included in planning		Funded 2007	Completed CALD Social Support Service is now operating and coordinator has promoted to Khmer Day Care Group Khmer clients using the service
<b>Recommendation 13</b> That Centre Based Day Care for the Cambodian community increase	•Document evidence to support the increase of Day Care to the community •Forward this evidence to the Multicultural Respite Network •Evidence to be noted in the CALD Planning	CAWC Aged Care Worker And Multicultural Access Worker	2008	Khmer Group has increased, clarify with Khmer Day Care worker current situation – number of clients, waiting lists, etc
<b>Recommendation 14</b> That Fairfield Council and other relevant agencies note the need for additional, appropriate public	•Khmer Interagency working group send a letter to Fairfield Council and other relevant	Khmer Interagency working group	2008 and ongoing	Khmer Interagency advocates on behalf of the community regarding appropriate meeting places Distribution of the report

Recommendation	Strategies	By who?	Time Frame	Action Taken Since Finalising Report (Jan 09)
meeting places for the Cambodian community	agencies noting the need for public meeting places •Khmer Interagency working group advocate this need at relevant networks and interagencies when appropriate			
<b>Recommendation 15</b> Service providers for Cambodian community in partnership with HACC Multicultural Food Project and Multicultural Access Project investigate further the idea of a social support service which includes providing a meal and seek out opportunities for funding	•HACC Multicultural Access Worker contact the Multicultural Food Project Investigate social support service that includes provision of a meal •Report back to Khmer Interagency	HACC Multicultural Access Worker and Multicultural Food Project	2009	•HACC Multicultural Access Worker contact the Multicultural Food Project Investigate social support service that includes provision of a meal •Report back to Khmer Interagency
<b>Recommendation 16</b> CALD Social Support Service provide information about their service at the Khmer Interagency	•CAWC Aged Care Worker contact the CALD Social Support Service to arrange a time to speak at the Khmer Interagency	CAWC Aged Care Worker	2008	Completed – Coordinator has spoken to Khmer Elderly Group, Khmer clients receiving service
<b>Recommendation 17</b> To address the lack of confidence in using public transport, that a program be run in the community in partnership with service providers for the Khmer/Cambodian community through the South West Community Transport Travel Training Service	•Contact the Travel Training Service Work in partnership with the Travel Training Service to run a program	Khmer Interagency	2009	CDSE funding application by CAWC in 2008, unsuccessful SWCT Travel Training Project to contact Khmer Interagency to discuss partnership to provide travel training to Khmer community
<b>Recommendation 18</b> That any information translated is checked for appropriateness by the community before distribution	•Aged & Disability Services note the need to have translated information checked by the community before distribution •Aged & Disability Services contact the	HACC Multicultural Access Worker Aged & Disability Services	2008 and ongoing	Investigate existing guidelines developed by other communities and then Khmer Interagency develop guidelines for services so that services consult with community members about translations before distributing

Recommendation	Strategies	By who?	Time Frame	Action Taken Since Finalising Report (Jan 09)
	Khmer Interagency to find the most appropriate community member to undertake this checking			
<b>Recommendation 19</b> Service Providers for the Cambodian community develop an information strategy using multiple means of promotion eg radio, information sessions, written material, visual material	Review the work of the CPP and develop further strategies to help promotion to the community	CPP Worker Khmer Interagency Working Group	2008 and ongoing	CPP continue to promote to the community Advocate for multiple means of promotion – community now has access to SBS Audio on the Homereach Series, and other recommendations will investigate audio and audio/visual promotions
<b>Recommendation 20</b> Investigate the possibility of using community television	Khmer Interagency follows up the possibility of using community television	Khmer Interagency	2009	Khmer Interagency had a presentation from worker from Community Television in 2008 Update developments
<b>Recommendation 21</b> Develop information strategies that reach the community at critical times eg when they go to hospital or community health centre	<ul style="list-style-type: none"> <li>▪This recommendation to be noted in the CALD Planning</li> <li>▪Aged &amp; Disability Services work with Health to address these needs</li> </ul>	Aged & Disability Services Planning	2008 and ongoing	This issue has been noted by general Ageing & Disability Planning HACC Development Officer, MAP and Aged & Disability Services continue to investigate and implement strategies that educate hospital and allied health staff about services
<b>Recommendation 22</b> That Ageing & Disability Planning note the need for a similar service of Advocacy, support & counselling for Cambodian Older People and People with Disability using existing organizations within the community	<ul style="list-style-type: none"> <li>▪CALD Planning notes the need for Advocacy, support &amp; counseling for Cambodian Older People and People with Disability using existing organizations within the community</li> <li>▪Review whether funding has been approved</li> </ul>	HACC Multicultural Access Worker	2008 and ongoing	This service is proposed however a provider has not been approved MAP to lobby for this funding to go to tender
<b>Recommendation 23</b> That the Multicultural Respite Network Khmer Day Care Group continue with Health Information Sessions on topics such as Blood Pressure, Hearing Loss, Vision	<ul style="list-style-type: none"> <li>▪Khmer Day Care workers organise health information sessions on topics such as blood pressure, hearing loss and vision</li> </ul>	Khmer Day Care workers	2008 and ongoing	Day Care workers to update on information sessions
<b>Recommendation 24</b> That Community Transport provide an Information Session to	<ul style="list-style-type: none"> <li>▪Khmer Day Care workers organise an information session about Community</li> </ul>	Khmer Day Care workers	2008 then in 2009 consider other strategies	Day Care workers to update on information session about Community Transport Through the Travel Training initiatives better

Review of action taken since finalising the Khmer Needs Analysis for Frail Aged, Younger People with Disability and their Carers 2008 - 5

Recommendation	Strategies	By who?	Time Frame	Action Taken Since Finalising Report (Jan 09)
the Cambodian community	Transport		to promote community transport to the Cambodian community	partnership with SWCT
<b>Recommendation 25</b> That Planning for Ageing & Disability services note the need for short term and immediate services	Planning in 2008 notes the need for short term and immediate services	HACC Multicultural Access Worker	2008	This has been noted in CALD Planning in 2008 and General HACC Planning