

Barriers to the provision of home and community care services to culturally and linguistically diverse populations in rural Australia

Author/s: Ward, B. Ellis, J. Anderson, K. | **Year:** 2005 | **Publication type:** Journal article | **Peer reviewed:** Yes | **Topic area/s:** General Care, Community Care

Reference: Ward, B., J. Ellis and K. Anderson, K. (2005) "Barriers to the provision of home and community care services to culturally and linguistically diverse populations in rural Australia" Australian Journal of Primary Health 11(2):147-155

Key Words:

CALD, Community services, rural, barriers to care

Research aim:

To explore barriers to the provision of home and community care services to culturally and linguistically diverse populations in rural Australia.

Results/Conclusion:

Barriers to the provision of Home and Community Care (HACC) services to CALD populations in rural areas were not specific to HACC programs. For CALD residents, barriers included lack of information about the range of available services, cultural factors, and negative past and recent experiences in dealing with both the broader community and service providers. Service providers indicated lack of information about the profile of the local CALD population and lack of experience in working with these groups to be barriers. Communication was also an issue both for CALD residents and service providers, in terms of cultural factors and specific communication strategies such as inadequate printed material and under-utilisation of existing resources such as interpreter services. As one of the world's most ethno-culturally diverse nations, Australia has a responsibility to provide health services that are culturally responsive and acceptable.

Implications:

Greater attention needs to be given to the needs of rural CALD population groups in accessing home services. CALD,

Cultural Group(s):

CALD

Location of study:

Victoria

Age group:

Not specific - carers, service providers and service users

Number included in study:

18 interviews with carers and service users and focus groups with 33 service providers

Type of participants:

Service users, carers and service providers

Research approach:

Qualitative

Type of data:

Primary

Secondary data sources used:

Specific scales or analytical techniques used:

Implications/ Recommendations:

Notes: