

# HACC Social Support for people from Culturally and Linguistically Diverse (CALD) backgrounds

**Author/s:** Haralambous, Betty Moore, Kirsten Tate, Richard | **Year:** 2007 | **Publication type:** Report | **Peer reviewed:** | **Topic area/s:** General Care

**Reference:** Haralambous, B., K. Moore and R. Tate (2007). HACC Social Support for people from Culturally and Linguistically Diverse (CALD) backgrounds. National Ageing Research Institute.

**Key Words:**

HACC, service access, CALD

**Research aim:**

This study focuses on these HACC funded Social Support Services and their link to older people of CALD backgrounds.

**Results/Conclusion:**

This study has found that older people from CALD backgrounds are well represented in their usage of Social Support Services. This study has also provided a profile of activities undertaken by Social Support Services and highlighted the benefits that older people from CALD backgrounds gain from participating in Social Support Services. Providing opportunities for socialisation, physical activity and access to support (including carer support) appear to be key functions of most services and key reasons why service users attend programs. However, particular differences emerged in relation to the needs of individuals with high and/or complex needs and those with low needs. Goals that were reported more specifically for people of CALD background included: • Increasing knowledge and uptake of HACC services; • Developing informal support networks for clients and carers from CALD backgrounds; and • Promoting an understanding of the concept of the carer role within CALD communities.

**Implications:**

having a program where clients, staff and volunteers spoke the same language appeared to be important to people of CALD backgrounds, in addition to the importance of services being delivered in a culturally sensitive manner. The importance of CALD and mainstream agencies developing partnerships and sharing resources in order to better meet the needs of clients through culturally appropriate service delivery was also emphasised.

**Cultural Group(s):**

CALD

**Location of study:**

Victoria

**Age group:**

**Number included in study:**

52 service provider surveys, 4 focus groups (6-10 participants in each group)

**Type of participants:**

HACC providers, CALD users of HACC services

**Research approach:**

Mixed methods

**Type of data:**

Primary

**Secondary data sources used:**

Home and Community Care data (HACC)

**Specific scales or analytical techniques used:**

**Implications/ Recommendations:**

**Notes:**