



EnCOMPASS Multicultural Aged Care Connector

What is the EnCOMPASS?

EnCOMPASS: Multicultural Aged Care Connector program is a partnership between FECCA and locally-based EnCOMPASS Partner organisations to support older people of Culturally and Linguistically Diverse (CALD) backgrounds and their communities to access the aged care system and other supports.

The objectives of the program are to:

- Provide one-on-one support to older people of CALD backgrounds, which is inclusive of their carers and families, through a strengths-based, no-wrong-door approach to understand and access aged care and other services;
- provide culturally appropriate tailored information about access aged care;
- build capacity of older people, their loved ones and CALD communities on ageing and to engage with aged care services; and
- contribute to an evidence base on the issues and barriers affecting older people from CALD backgrounds in navigating ageing and the aged care system, including collecting data and information to support an evaluation of the program.

Where is EnCOMPASS?

EnCOMPASS Partners will deliver the program in 30 high priority Aged Care Planning Regions in metropolitan and regional locations across all States/Territories, with a dedicated bilingual/bicultural EnCOMPASS Connector available to support older people, their families and carers in each location.

What support will EnCOMPASS provide?

EnCOMPASS Connectors will support older people through accessing My Aged Care, until a care plan is developed and referral made to the older person's preferred provider. EnCOMPASS Connectors will support older people regardless of level of need, and will refer to other services as needed.

EnCOMPASS Connectors can also provide assistance to those who are already registered with MyAgedCare to get support and would like help in changing the type of aged care service they receive.

EnCOMPASS Connectors will also take a community development approach to engaging the wider community, through assertive outreach, community participation and network building. This will include:

- Developing a network of community leaders and key touchpoints to champion aged care and connect with older people;
- Implementing a co-design process with older people, families and carers to develop culturally- and language-appropriate messaging for their local community.

Find out more about your closest EnCOMPASS Connector here:

<https://fecca.org.au/encompass/>

Who is eligible?

Aged Care Planning Regions were selected from demographic data analysis using 2016 ABS Census data. Regions of need have been defined in terms of Statistical Area 3s with greatest numbers of older people 60+ whose primary language is not English, with Core Activity Need for Assistance.

EnCOMPASS Partners were selected through an open Call for Expressions of Interest.

About FECCA

FECCA is the national peak body representing Australia's CALD communities and their organisations. FECCA has over 20 member organisations that cover each State and Territory and are deeply linked to diverse communities across Australia's major cities and country towns