

ACROD WA and the Disability Services Commission

Support Worker Training Grants- 2005

**“Developing the effectiveness of disability support worker
services to Culturally and Linguistically Diverse Consumers”**

December 2005

FINAL REPORT

Training was delivered by Robyn Della Franca in association with the Ethnic
Disability Advocacy Centre, 320 Rokeby Rd, Subiaco, 6008

ACROD WA and Disability Services Commission **Support Worker Training – Final Report**

Training Title

“Developing the effectiveness of disability support worker services to Culturally and Linguistically Diverse (CaLD) consumers”

Training Description

To train Community Support Workers in awareness and understanding of cross cultural issues that arise within the Disability Services Standards, and on that basis to be able to appropriately and more effectively address disability support needs of CaLD consumers and their carers, families and communities.

Aims and Objectives

- 1. Improvement in the level of service (including access) for CaLD people with disabilities-**
 - a) Review existing Disability Services Standards and familiarization of key issues identified in the CaLD Consumers perspectives document.
 - b) Identify issues affecting people from CaLD backgrounds.
 - c) Identify barriers related to accessing services.
 - d) Review current legislation relevant to CaLD consumers and its obligations.
 - e) Identify culturally sensitive guidelines for working with CaLD consumers.

- 2. Development of culturally appropriate responses to the care requirements of people with disabilities-**
 - a) Develop culturally sensitive assessment and screening techniques.
 - b) Develop culturally sensitive intervention strategies.

- 3. Promotion of confidence and competence of care workers when delivering care services -**
 - a) Review relevant case studies and work experiences through open group discussion to identify common issues and the development of culturally sensitive solutions.

4. Building more culturally aware communities and social networks-

- a) Identify appropriate community CaLD agencies and services.
- b) Promote positive attitudes with regards to service access and inclusion at a community level in the areas of health, education, employment and recreation.

5. Provision of holistic care when working with CaLD consumers with complex care needs in consultation with their families and communities-

- a) Develop culturally appropriate advocacy techniques to help facilitate individuals to communicate their own care needs.

Implementation

Promotion and contacts were made via email/letter and telephone to the Human Resources Managers and Training Coordinators of DSC funded services – accompanied by an information flyer (see copy attached)

ACTIV Foundation and Rocky Bay Inc. expressed interest in receiving training for their staff members. A total of 35 support workers were registered for and received training.

Participants came from the following backgrounds-

- Respite workers
- Accommodation support workers
- Recreation officers
- Physiotherapists, Occupational Therapists and Speech Therapists
- Nurses and Social Workers
- Administration staff
- Day care workers
- Managers

Delivery of Training Sessions

Three interactive workshops of three hours duration were delivered on site at Rocky Bay Inc. in Mosman Park and Activ Foundation Respite Centre in Highwaycombe.

The dates and times of these sessions were as follows –

Wednesday 5th October (9:00 – 12:00)

Tuesday 11th October (8:30 -12:30)

Thursday 13th October (1:00 – 4:00)

Material Presented

- Introduction to Ethnic Disability Advocacy Services (EDAC)
- Defining Culture and Disability
- Issues faced by CaLD Clients when accessing services
- Disability Services Standards (DSS)
- Multicultural Charter
- CaLD Perspectives of the DSS
- CaLD work practices and cultural sensitivity in workplace
- CaLD Perspectives of DSS
- CaLD Community Services and Resources

Feedback/Participant Review

Written comments provided on review forms were as follows-

- “Great – more time couldn’t hurt, very interesting”
- “Thought it was a fantastic training session- Thank you”
- “Thank you – brilliant”
- “Great facilitator, very energetic well presented”
- “Good use of group discussion”

(N.B. refer to detailed summary of review outcomes in Appendix.)

Outcomes /Achievements

The planning and delivery of three workshops to 35 participants was completed within the scheduled time and budget. We believe that all the objectives were achieved, evident by the development of appropriate training material and direct feedback of participants which had included the following:

- 75% strongly agreed they were now more aware of existing DSS.
- 90% stated they were now familiar with the CaLD Perspective document relating to the DSS.
- 84% strongly agreed that they were now more familiar with issues faced by CaLD clients.
- 93% strongly agreed that the CaLD community resources provided would be useful.

- 84% strongly agreed that they would now be able to better assist CaLD clients.

Conclusion and Recommendations

- Upon completion of this project it was generally felt that a lot of interest and empathy was generated around the area of developing the effectiveness of disability support worker services to CaLD consumers.
- Participants were keen and engaging and seemed happy to share various personal and workplace experiences, including overseas travel experiences. The groups were cohesive and inclusive and showed a good understanding of their individual client groups and their needs.
- Almost all participants described at least one example of working with CaLD clients in a professional setting.
- Some recommendations from participants included more discussion of case studies and real life examples, more time to discuss ethnic specific views on disability and more time to discuss the "*CaLD Perspectives on DSS*" document.
- As there were different levels of understanding of the DSS by participants and a limited time frame for each workshop, a review of the document is necessary.
- Future training workshops recommended:
 - ❖ Ethnicity and Disability – how ethnicity effects personal views and attitudes towards disability.
 - ❖ Working with interpreters.

APPENDIX A

Feedback/Participant Review

Each participant was given a feedback form at the end of the training session and asked to rate their answers from 1- 10. (See copy attached)

1 = Strong NO and 10 = Strong YES

TOTAL RESPONSES: 32

1. Do you feel you are now more aware of the existing Disability Services Standards? (Objective 1a)

Between 8 -10 = 24 people

Between 5 – 7 = 7 people

Less than 5 = 1 person

2. Are you familiar with the document “CaLD Perspectives on the DSS”? (Objectives 1,2 3,4)

Between 8 – 10 = 16 people

Between 5-7 = 13 people

Less than 5 = 3 people

3. Do you know have a better understanding of some of the issues faced by CaLD clients? (Objectives 1 & 2)

Between 8-10 = 27 people

Between 5- 7 = 5 people

4. Was the length of the session and the break provided adequate?

Between 8-10= 22 people

Between 5-7 = 8 people

Less than 5 – 2 people

(No comments provided to qualify responses less than 5.)

5. Was the workshop content clear and easy to follow?

Between 8-10 = 29 people

Between 5 – 7 = 3 people

6. Do you think the CaLD agency resources will be useful? (Objective 4)

Between 8-10 = 30 people

Between 5-7 = 2 people

7. Do you feel you will be able to better assist CaLD clients following this workshop? (Objective 2,3 & 5)

Between 8-10 = 27 people

Between 5-7 = 5 people

8. Did the workshop meet your expectations?

Between 8-10 = 28

Between 5-7 = 4 people

9. Would you recommend this workshop to your colleagues?

Between 8-10 = 28 people

Between 5-7 = 4 people