

Uniting Care-Cutting Edge, Shepparton Vic

The need for cultural understanding when seeking emergency accommodation for CLD clients

Looking at this case from an AR perspective:

The Action Research Question: *What were the challenges that impacted case management and the outcomes for the client(s)?*

Observations –

1. Support Services not prepared for clients from diverse cultural backgrounds. Did not know how to access interpreter, did not know if they were entitled to free interpreting services, confronted by the language barrier and found it difficult to communicate with the clients.
2. Case work was more complex and took significantly longer (about double the time) than general case work for non-CLD clients.

Reflections –

1. Local NAYSS provider could continue to explore how to best equip generalist support services to effectively support CLD young people:
 - a. Training and the provision of relevant information regarding cultural and religious beliefs/ needs of CLD young people.
 - b. Taking time to brainstorm and explore the possible barriers and problems that could arise when providing accommodation for newly arrived young people into mainstream accommodation.

Despite the challenges, this has been a positive and strengthening process for the NAYSS worker and supporting agencies as they have worked well together to provide quality service and outcomes for the client(s).

2. Ensure that the NAYSS client case load is appropriate to the time availability of the worker. Inform all stakeholders (services) when working in collaboration that it often takes more time to deliver effective support due to the need for interpreter and the importance of sensitive trust and rapport building because of the often traumatic journey clients have experienced.

Time management has been challenging for the NAYSS worker and there is a need for the worker to continue to explore more efficient time management practices, although not at the expense of taking time with clients (even for the smallest of requests or enquires) as this strengthens trust and rapport. Case worker needs to have a balance between their client commitments and other commitments such as community development, program development, administration and Action Research.

Planning for the future –

1. UnitingCare – Cutting Edge CLD Program Manager to continue liaising with CMYI re the delivery of training for local service providers re how to effectively support CLD young people.
2. UnitingCare – Cutting Edge CLD Program Team and CLD Youth Strategic Alliance (which acts as the NAYSS Reference Group) to brainstorm and identify appropriate means of providing local service providers with information and tools to enable them to more effectively engage and support CLD young people.
3. NAYSS worker and CLD Program Manager to identify the best allocation of worker time and commitments to ensure that client work has sufficient time allocation. By doing this we will ensure that best practice and positive outcomes are achieved