



Multicultural Care



Home Care



Inner West, North, South West and South East Sydney regions, New South Wales

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Multicultural Care is a leading not-for-profit provider of culturally and linguistically-tailored aged care services across the Inner West, North, South West and South East Sydney regions. The organisation helps clients live independently with support services. Clients come from more than 20 different cultural and language groups and all services are 100 per cent culturally-tailored.

Multicultural Care has a diverse workforce, 83% of which speak a secondary language other than English and are specifically recruited to align with the clients we support, providing many benefits for the organisation and clients alike. Varying skillsets, backgrounds, experiences, and poorly-defined advance care planning and palliative care pathways can influence consistent care delivery.

Staff required upskilling and access to resources to gain a clearer understanding of systems, responsibilities and the key actions required for end-of-life care.

The ELDAC Working Together program provided team members with access to valuable education, resources and training. All client-facing staff attended an introductory palliative care training session and a team of staff was established to focus specifically on caring for clients requiring palliative care.

Benefits

- Training and resources to support staff decision-making.
- Development of consistent end-of-life and palliative care practices across the organisation.
- Establishment of a palliative-focused support team to work specifically with clients requiring end-of-life care.



“access to valuable

education, resources

and training”

When I started as Manager, Client Services, I had little experience working with clients needing palliative care. I also didn't fully understand the level of oversight and processes required to effectively deliver services to these clients.

Through our participation in the ELDAC Working together program, it became clear that our processes were adequate but required further focus. The skills and knowledge-base of staff within the organisation needed further development.

It was also important to deepen understanding within the organisation and across our teams about how we could play a more active and positive role

in assisting our clients through end-of-life care.

To facilitate this, we focussed on palliative care and advance care planning training. A new palliative-focussed support staff team was also established to support clients during their end-of-life journey.

The ELDAC Working Together program highlighted a need to review and strengthen our partnerships with other service providers in our area. This will provide more support and referral pathways for our staff and clients.

Stephen Lowe, Manager