



# Pathway of the innovative Multicultural PAG Partnership

**Diana Sterjovska**  
Manager

**Hristijana Markovska**  
Multicultural PAG Leader

# Before...

## Issues & Concerns



- Waiting list for Planned Activity Groups High
- Not enough Ethno-specific Planned Activity Groups High in Brimbank
- Not enough funding
- Planned Activity Groups running with different staff/client ratios
- Rising ageing population



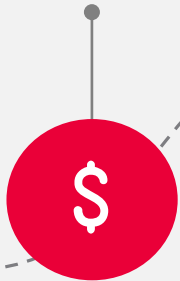
**Outcome:** Department of Health and Human Services funded the Planned Activity Group service provider review in Brimbank

**Strengths:** Cultural and linguistic access to the target groups, skilled bilingual staff, access to appropriate venues, willingness to share resources, ethno-specific network, streamline the assessment

# The journey has started...

## Migrant Resource Centre Funding

Migrant Resource Centre North-West received funding to engage a consultant to conduct Planned Activity Group review in Brimbank and Melton



## Service Providers Review Reference Group

MCWA participated in the review reference group



## Liaising Consultant

Consultant was liaising with the target group about their participation in a multicultural PAG setting



## Development of the Memorandum of Understanding

A Memorandum of Understanding (MOU) for the Multicultural PAG partnership was signed and the program was on trial for 1 year in 2007



## Client satisfaction

Consultant was engaged to conduct client satisfaction



# After...

## Taking the best practice model from **Brimbank Local Government** to **Whittlesea Local Government**



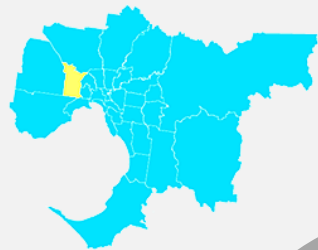
### Identified Issues:

Client fees, aged care reforms, need for ethno-specific PAG High in Whittlesea, building up rapport, proactive client referral

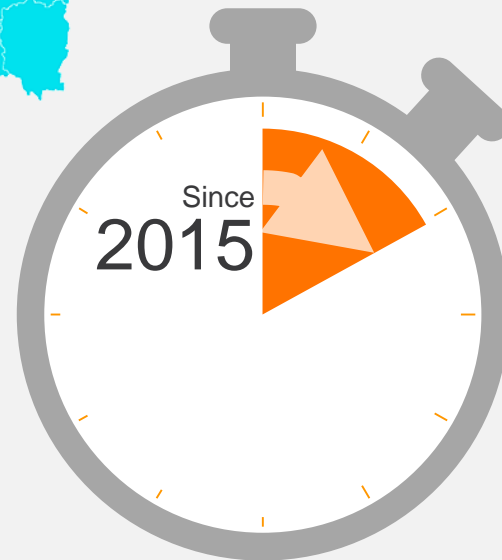
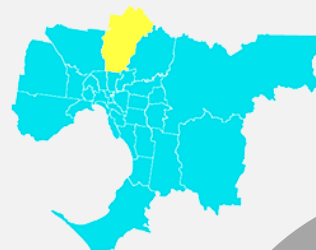
### Strengths:

Development of MOU, successful sustainable PAG partnerships with opportunity to grow, willingness for cooperation and trust between staff and clients, streamline the assessment, keeping the staff/client ratio, streamline coordination, goal setting and review

# How long did the change take?



Brimbank



Whittlesea

# Key enablers that assisted the change.....

## Standard 1: Effective management



- ✓ Ongoing consultation with partner organisations & Development of the Memorandum of Understanding (MoU)
- ✓ Updating Food Safety Policy from class 2 to class 1
- ✓ Upgrade Qualification from PAG Cook class 2 to PAG Cook class 1
- ✓ The program encompasses the strategic plan
- ✓ The Multicultural partnership become part of our organisations diversity plan
- ✓ Employment of PAG leader
- ✓ IT friendly and supportive environment
- ✓ Multicultural PAG policy



# Key enablers that assisted the change .....

## Standard 2: Appropriate Access and Service delivery



- ✓ Transparent approach about the eligibility and assessment to access the program
- ✓ Active Service Model in the development of planning tools for coordinating the program
- ✓ Client and carer engagement in the development of the care plan and goal setting
- ✓ Use of Interpreters and Translated material
- ✓ Implemented planning day each term
- ✓ Client contribution in meal menu preparation
- ✓ Ongoing monitoring of program delivering in meeting clients care plan and goals setting
- ✓ Reducing waiting list

# Key enablers that assisted the change .....

## Standard 3: Service user rights and responsibilities



- ✓ Independent client and carer consultation
- ✓ Annual reminder on privacy, confidentiality, rights and responsibilities and right on advocate
- ✓ Welcome and cessation of services on other languages
- ✓ Respect each client cultural and spiritual needs
- ✓ Supporting independence



# Key benefits for ethno-specific organisation



Additional program



Keeping own staff



Model of Equal Partnership



Sharing resources between organisations



Financially viable

# Key benefits for clients



**Freshly prepared meals**



**Cultural tolerance & social inclusion**



**Annual client feedback**



**Entry door for other services**



**Access to cultural responsive PAG**



**Cultural & linguistic Client centred support**

# Contact Us .....



## MCWA Head Office

### Contact Details:

Address: Level 2 – Office 3, 13/15 Lake Street, Caroline Springs

Email address: [info@mcwa.org.au](mailto:info@mcwa.org.au)

Ph: (03) 8358 5999

Toll Free: 1800 988 767



# Any questions ?

