

Government

Policies,

Strategies & Plans.

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# Victorian Government Policies & Strategies.

## Department of Human Services



### CONTACT DETAILS:

#### Department of Human Services

Address: 50 Lonsdale Street, Melbourne VIC 3000

Phone: 1300 650172

Fax: 03 9616 8555

TTY: 03 9616 7144 (for people who are Deaf or have a hearing, speech or communication impairment)

Email: [disabilityservicesCALDstrategy@dhs.vic.gov.au](mailto:disabilityservicesCALDstrategy@dhs.vic.gov.au)

Website: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

Department of Human Services

50 Lonsdale Street

Melbourne, Victoria

Australia 3000

Tel: 1300 650 172 [local call fee within Victoria, except mobile phones]

#### **TY users**

Tel: (03) 13 3677 then ask for 1300 650 172

#### **Speak and listen users**

Tel: 1300 555 727 then ask for 1300 650 172

Information and updates on the CALD Strategy are also available on the Department of Human Services website at: [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

#### **Disability Services Division, Department of Human Services (DHS)**

Level 8, 50 Lonsdale Street, Melbourne, Victoria, Australia, 3000

For information related to this web site contact: Ross Mueller

email: [disability.services@dhs.vic.gov.au](mailto:disability.services@dhs.vic.gov.au)

## **CALD strategy:**

### **Providing culturally appropriate supports for people with a disability**

The CALD Strategy provides practical advice about how to meet the cultural and linguistic needs of people with a disability, their family and carers and provides examples of good practice from across the disability services sector.

The Disability Services Cultural and Linguistic Diversity (CALD) Strategy was prepared by the Department of Human Services (DHS) and launched by the Hon Sherryl Garbutt, Minister for Community Services in 2004.

The delivery of culturally responsive, equitable supports is a core quality expectation of DHS and Disability Services funded Community Service Organisations.

The Strategy outlines seven key goals and accompanying strategies to guide Department and Disability funded Community Service Organisations:

- Understanding people and their needs
- Encouraging participation in decision-making
- Providing culturally relevant and accessible information
- A culturally diverse workforce
- Using language services to the best effect
- Meeting the specific needs of different communities
- Promoting the benefits of a culturally diverse Victoria.

The following relevant documents from the Department of Human Services have been included to assist you in providing culturally appropriate services. There are more Policies, strategies and guides available by searching the site of the Department of Human Services- Victoria.

### **DHS Cultural and Linguistically Diverse Strategy**

 [Disability Services Cultural and Linguistic Diversity \(CALD\) Strategy \(PDF 557KB\).](#)

### **DHS Cultural Diversity Guide**

**Planning and delivering culturally appropriate human services**

[DHS Cultural diversity guide](#)

### **DHS Language Services**

<http://www.dhs.vic.gov.au/multicultural/html/langservices.htm>

## Department of Human Services Multicultural Strategy Site

[www.dhs.vic.gov.au/multicultural/](http://www.dhs.vic.gov.au/multicultural/)

### Regional Population Profiles

[Hume Region Profiles](#)

### ***You, me, everyone: Our Disability Action Plan 2009-2012***

aims to provide people with disabilities equal opportunities for inclusion and participation and to eliminate discrimination. It is available in several formats: as a Word document, a PDF document, in rich text format and as an html document. Navigation is by bookmarks in all documents.

#### **PDF document**

[You, me, everyone: Our Disability Action Plan 2009-2012](#) [PDF 379kb]

#### **Word document**

[You, me, everyone: Our Disability Action Plan 2009-2012](#) [Doc 740kb]

#### **HTML document** - no tables/graphics

[You, me, everyone: Our Disability Action Plan 2009-2012](#) [HTML 268kb]

#### **Rich text format** no tables/graphics

[You, me, everyone: Our Disability Action Plan 2009-2012](#) [RTF 3.37mb]

## **HACC Victoria**

**Victorian Home & Community Care (HACC) Program Manual including HACC fees policy and HACC unit prices**

The updated Victorian Home and Community Care (HACC) Program Manual February 2003 appears below as a PDF document. It replaces the Final Draft of the Victorian Home and Community Care (HACC) Program manual, May 1998 and its amendments. This update also includes the [latest HACC fees policy, schedule of fees and HACC unit prices](#).

The manual covers both policy and practice and has been developed for use by all HACC agencies throughout Victoria. It also incorporates important information regarding national and Victorian policy and service system changes and developments since 1998.

Adherence to the policies set out in the manual is a requirement for all agencies receiving HACC funding. It is a comprehensive reference document that takes precedence over any other guidelines, reports or training materials. It should be made readily available to all paid staff and volunteers involved in the delivery of HACC services.

#### **Web Link: To HACC Program Manual**

[http://www.health.vic.gov.au/hacprog\\_manual/index.htm#download](http://www.health.vic.gov.au/hacprog_manual/index.htm#download)

#### **HACC Program brochure & rights and responsibilities document in 21 languages**

As part of the Culturally Equitable Gateways Strategy a HACC Program brochure outlining the Program and a rights and responsibilities document has been produced and translated into 21 languages, including English.

These are available for agencies to download and incorporate into their HACC communications.

#### **Weblinks:**

- [HACC Program brochure](#) Available in 21 languages
- [User rights & responsibilities](#)

## **NSW Government Policies & Strategies.**

## NSW Department of Ageing, Disability and Home Care.

Contact details:

Level 5, 83 Clarence Street  
Sydney NSW 2000

Phone: (02) 8270 2000  
TTY: (02) 8270 2167  
Email: [info@dadhc.nsw.gov.au](mailto:info@dadhc.nsw.gov.au)

Web address: [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)

The following strategies are available on the DADHC Website along with a range of information about DADHC service provision.

## Better Together



rtf, 200 KB



pdf, 2.4 MB



The NSW Government has launched **Better Together: A new direction to make NSW Government services work better for people with a disability and their families: 2007 – 2011** in February 2007.

The whole-of-government plan, which has had extensive input from 12 NSW Government agencies including the NSW Department of Ageing, Disability and Home Care, will support the work of the *Stronger Together* plan in delivering better services for people with a disability, their families and carers.

While *Stronger Together: A new direction for disability services in NSW 2006 - 2016* delivers increases in specialist disability services, Better Together will ensure vital public services such as transport, health, education and housing are better able to meet the needs of people with a disability and their families.

Better Together is available in plan, summary and accessible formats for immediate download below.

### Better Together: Plan

Also available in these languages:

[Arabic](#) (pdf, 1.42 MB)  
[Chinese](#) (pdf, 1.44 MB)  
[Croatian](#) (pdf, 1.45 MB)  
[Greek](#) (pdf, 771 KB)  
[Italian](#) (pdf, 1.63 MB)

[Korean](#) (pdf, 875 KB)  
[Macedonian](#) (pdf, 877 KB)  
[Spanish](#) (pdf, 973 KB)  
[Tagalog](#) (pdf, 791 KB)  
[Vietnamese](#) (pdf, 716 KB)

## Stronger Together

The NSW Government has launched *Stronger Together: A new direction for disability services in NSW 2006-2016* to deliver better services for people with a disability and their families. The plan follows extensive state-wide consultation and provides an additional \$1 billion funding over the first five years.

## Stronger Together - Full Plan

### New South Wales Government



*Stronger Together; A new direction for disability services in NSW 2006-2016* is available in full or summary in accessible formats from the NSW Department of Ageing, Disability and Home Care.

Level 5, 83 Clarence Street  
Sydney NSW 2000

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[www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)



pdf, 1.9 MB



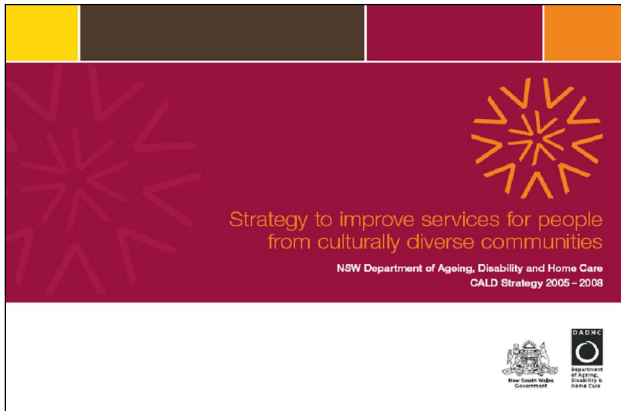
rtf, 310 KB

Also available in these languages:

[Arabic](#) (pdf, 365 KB)  
[Chinese](#) (pdf, 466 KB)  
[Croatian](#) (pdf, 333 KB)  
[Filipino](#) (pdf, 333 KB)  
[Greek](#) (pdf, 350 KB)

[Italian](#) (pdf, 336 KB)  
[Korean](#) (pdf, 1 MB)  
[Macedonian](#) (pdf, 344 KB)  
[Spanish](#) (pdf, 339 KB)  
[Vietnamese](#) (pdf, 363 KB)

## NSW Department of Ageing, Disability and Home Care CALD Strategy 2005-2008



Strategy to improve services for people from Culturally Diverse Communities.

### **(Extract for the Strategy: Item 1.1) Purpose and aims**

This strategy provides an integrated framework to guide the Department's work to improve access to, and the responsiveness of, programs and services for people from culturally and linguistically diverse backgrounds. It recognises that improving access and equity is not only about increasing utilisation, but equally about ensuring that services are responsive to the particular needs and circumstances of clients from culturally diverse backgrounds.

### **The strategy has four key aims to:**

- improve participation by representatives from culturally diverse community groups in the Department's planning and decision-making;
- promote opportunities for older people, people with a disability and carers from culturally diverse backgrounds to participate equally in services, programs or their community;
- improve participation by people from culturally diverse backgrounds in DADHC-operated and funded services and programs;
- improve the appropriateness of DADHC's services and programs to servicing the needs of people from CALD backgrounds.

### **The desired outcomes of the strategy are that:**



- people from CALD backgrounds are informed about the range of services and supports available to older people, people with a disability and their carers and know how to access them;
- programs and services provided and funded by DADHC are responsive to the culturally-specific needs of CALD clients;
- the Department's staff reflect the cultural and linguistic population of NSW;
- staff of DADHC provided and funded services have increased knowledge and skills to meet the needs of people from CALD backgrounds.

### **NSW Guidelines for Home and Community Care:**

- This booklet is a summary of the NSW Guidelines for the Home and community care program. It is accessible to read on the DADHC website and copies can be obtained from the [Department of Disability and Home Care](#):

### **Department Aging Disability & Home Care ( DADHC )**

Address: Level 5, 83 Clarence Street  
 Sydney NSW 2000  
 Phone: (02) 8270 2000  
 TTY: (02) 8270 2167  
 Email: [info@dadhc.nsw.gov.au](mailto:info@dadhc.nsw.gov.au)  
 Web address: [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)

Link: [Doing business with us](#)

### **1.1 Purpose and aims of Guidelines**

These Guidelines outline the mandatory obligations for providing HACC services funded under the Home and Community Care (HACC) Program in New South Wales.

These Guidelines outline requirements regarding:

- the framework for delivery of HACC services, including aims of the HACC program, and target groups; and
- funding, accountability and management of service provision, including payment of grants, reporting, insurance, fees, and employment practices.

These Guidelines are to be used alongside the NSW Service Type Guidelines and National Guidelines for the HACC Program 2007 as well as policies and practices required under the Department of Ageing, Disability and Home Care (DADHC) Funding Agreement.

These Guidelines are designed to be used by:

“ HACC services funded under the HACC Program;

“ DADHC Program Officers;

“ HACC Development Officers; and

“ Any organisation considering applying for HACC funding to provide a new service or enhance the services of an existing service. In addition to meeting the requirements of these Guidelines, HACC funded services should also refer to key documents as listed in Section 3 of these Guidelines.

## **Home and Community Care Program**

The Home and Community Care (HACC) Program is a joint Australian, State and Territory Government initiative to help people in need. The NSW Department of Ageing, Disability and Home Care administers the HACC Program in NSW. The program helps frail older people and people with a disability who would otherwise be prematurely or inappropriately admitted to residential care to live independently in their own home.

The web site provides links to the HACC guidelines, policies, practice guides, resources, state plans and fact sheets to assist providers of HACC services.

Link: [Doing business with us](#)



## **NSW Multicultural Health Communication Service**

NSW Multicultural Health Communication Service

Web Link: <http://www.mhcs.health.nsw.gov.au>

Works with health services across NSW to ensure that non English speakers have access to

- appropriate information about health. The service improves the access of Culturally and Linguistically Diverse (CALD) communities to health information and services
- informs non English speakers about the health priorities of the Department of Health.

Since the establishment of the Service in 1997 there have been some major achievements including:

- design and development of an innovative multilingual website in a wide range of languages
- regular production and publication of new material, together with a review system to ensure currency
- development of NSW Health's Policy on the publication of multilingual resources ~~and~~ Guidelines for the Production of Multilingual Health Resources by Area Health Services, NSW Health Department and NGOs funded by NSW Health
- establishment of partnerships with the Department of Health in Tobacco Control, Physical Activity and Injury Prevention to plan, implement and evaluate multilingual health campaigns
- provision of advice and delivery of projects to a range of Government agencies including NSW Department of Sport and Recreation, RTA, NSW Department of Community Services, NSW Cervical Screening and NSW Premier's Department.