

# Taking the Pulse of South West Sydney CALD communities

Co-designing CALD community connections can counter the sudden and severe disruption to everyday life caused by the lockdown. When asked how best to engage with SWS CALD communities, the key words that emerged were community, language and information. Interestingly, jobs and good jobs also appeared to be a common response to five of the six questions on how to best to engage with SWS communities.

Any meaningful engagement requires co-design that is inclusive, personable and focussed on community needs. Over 53% of responses want their COVID-19 related health communications to be made available in formats that are one-on-one rather than through mass/social media channels. Specifically, they are willing to accept and implement health related information if received via telephone, texting, or in-person.

## 5 service areas



Mental Health & Wellbeing



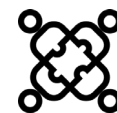
Families



Employment



Aged Care



Social Cohesion

## RECOMMENDATIONS

### Aged Care



#### Strategy

Support and extend multigenerational care and respite services in place-based community organisations

#### Practical Initiatives

1. Invest in aged care infrastructure of local community-based organisations that provide services in the context of whole of family. (e.g. Specialized transport, CALD representation in service provision agencies and inter-agencies).
2. Support research and delivery of innovative programs which are life cycle focused.
3. Train and recruit culturally competent / sensitive positions to deliver CALD aged care.
4. Provide resources and respite for family members who provide CALD specific aged care on a volunteer basis\*.
5. Develop and scale targeted awareness programs for refugees and migrant families regarding mainstream aged care supports\*\*

The full pulse survey report is available on our website:  
[wsmrc.org.au/covid-19-pulse-report](http://wsmrc.org.au/covid-19-pulse-report)

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