



Partners in Culturally Appropriate Care (PICAC) in Western Australia

Feedback summary

Overview

The Australian Government funds one PICAC organisation in each state and territory with the aim of supporting aged care service providers to deliver culturally appropriate care to older people from Culturally and Linguistically Diverse (CALD) backgrounds.

This funding round addressed the need for a new PICAC organisation to deliver services in Western Australia.

The Department of Social Services recognises the important work of organisations providing support to aged care service providers.

Selection results

The PICAC in Western Australia funding round received seven applications. The selected organisation provided strong responses to the selection criteria and demonstrated its ability to fulfil each of the grant's requirements. Information about strong and preferred proposals is included in this feedback.

Selection process

The Department of Social Services (DSS) received seven applications for the PICAC in Western Australia funding round.

Each proposal was considered against four equally weighted selection criteria, listed below.

The preferred applicant was identified based on the strength of its responses to the selection criteria and its demonstrated ability to deliver the following requirements, as published in the Funding Round Summary:

- providing sustainable partnerships between CALD communities and aged care services
- developing, assisting and disseminating a range of translated aged care resources
- delivering information and cultural briefing sessions to CALD communities
- identifying specific barriers faced by older CALD people when accessing aged care services
- providing culturally appropriate skills training to aged care staff
- providing communication and support to aged care providers and CALD consumers on changes to aged care, including the introduction of Consumer Directed Care (CDC) and the introduction of the Commonwealth Home Support Program (CHSP), with attention to restorative care and changes to My Aged Care
- an ability to adapt to any further changes to the aged care system

Criterion 1: Provide justification of why this project is needed and describe how this project links with, or is complementary to, other activities/projects and/or services. If this is an extension to an existing project you will need to demonstrate why this extension is needed.

Strong responses to Criterion 1 demonstrated the following strengths:

Strength	Example
The applicant demonstrated a need for the activity.	The proposal provided evidence (for example, demographics, census statistics, academic research, government publications etc.) to explain and justify the need for the activity.
The applicant demonstrated how their project linked with, or was complementary to, other activities, projects and/or services.	The proposal demonstrated an awareness of existing services, projects or activities that are relevant to the grant, and described how it linked with or complemented them.
The applicant demonstrated an understanding of the needs of older people from CALD backgrounds.	The proposal demonstrated that the applicant understood the needs of older people from CALD backgrounds in Western Australia. It identified key issues and specific barriers affecting these people when accessing aged care. It also demonstrated an understanding of these same issues in the context of older people from CALD backgrounds who identify as Lesbian, Gay, Bisexual, Transgender or Intersex (LGBTI)
The applicant demonstrated an awareness of the National Ageing and Aged Care Strategy for people from Culturally and Linguistically Diverse backgrounds.	The proposal demonstrated an awareness of the National Ageing and Aged Care Strategy for people from Culturally and Linguistically Diverse backgrounds , including the strategy's principles.

Areas for improvement

Applicants could have strengthened their responses to Criterion 1 by:

- demonstrating an understanding of the needs of older people from CALD backgrounds who live in Western Australia, including the needs of those who identify as LGBTI
- supporting their responses with relevant evidence (for example, demographics, census statistics, academic research, government publications)
- demonstrating an understanding of existing services that their proposals would link with or complement.

Criterion 2: Explain how this project will address the identified need and the long term benefits it will deliver to achieve the desired outcomes of the Aged Care Service Improvement and Healthy Ageing Grants – Partners in Culturally Appropriate Care Programme.

Strong responses to Criterion 2 demonstrated the following strengths:

Strength	Example
The applicant explained how their project addressed the target group’s need(s).	The proposal clearly explained how the applicant’s project addressed each of the target group’s needs, as identified by the applicant in their response to Criterion 1.
The applicant demonstrated how their project would deliver long-term benefits that address the PICAC outcomes.	The proposal demonstrated an understanding of the desired outcomes for PICAC, and explained how the applicant’s project would deliver long-term benefits that addressed each of these outcomes.
The applicant explained how the project will increase CALD consumers’ understanding of aged care reforms, and how the project will adapt to ongoing aged care changes.	The proposal demonstrated a consumer and community engagement strategy that would increase CALD consumers’ understanding of aged care reforms, including changes to CDC, CHSP, and My Aged Care. The proposal also demonstrated the applicant’s ability and/or strategy to adapt to ongoing aged care changes.

Areas for improvement

Applicants could have strengthened their responses to Criterion 2 by:

- explicitly describing how their activities addressed each of the target group’s needs, as identified by the applicants in their responses to Criteria 1
- explicitly identifying and describing the connection between their activities and the desired outcomes for PICAC
- explaining how their projects would increase CALD consumers’ understanding of changes to CDC and CHSP, with attention to restorative care and My Aged Care.

Criterion 3: Provide details of your organisational and staff capacity (experience, skills and qualifications of management and project personnel, including the time they will commit to the project) to deliver the project’s objectives and details of your organisation’s previous experience in delivering similar projects.

Strong responses to Criterion 3 demonstrated the following strengths:

Strength	Example
The applicant provided information about their staff’s capacity to deliver the project’s objectives.	The proposal described the qualifications, experience and skills of all project personnel who would deliver PICAC, including management staff. It detailed the portion of time that each person would commit to the project, typically in units of full-time equivalence (FTE).
The applicant provided details about their organisation’s previous experience in delivering projects that are similar to PICAC.	The proposal presented the applicant’s previous experience in delivering projects that are similar to PICAC. It described the positive results that each of these projects achieved, and explained how this experience would assist the applicant to deliver PICAC.

Areas for improvement

Applicants could have strengthened their responses to Criterion 3 by:

- describing the qualifications, experience and skill of *all* project personnel who would deliver PICAC
- describing previous experience in delivering projects that are similar to PICAC, and explaining how this experience would assist the applicants to deliver PICAC.

Criterion 4: Describe how your organisation will manage the project to ensure outcomes are met within the project timeframe and how your organisation manages multiple projects with competing timeframes.

Strong responses to Criterion 4 demonstrated the following strengths:

Strength	Example
The applicant described how they will manage the project to ensure outcomes are met within the project timeframe.	The proposal explained how resources would be allocated to the project to ensure outputs are delivered on time and outcomes are met. Typically, it also identified the roles and responsibilities of the project manager and other key personnel, which would ensure that the project outcomes are met.
The applicant provided a project timeline.	The proposal outlined a project timeline or work plan that demonstrated how the project would be implemented within the project timeframe.
The applicant described how they manage multiple projects with competing timeframes.	The proposal explained how the organisation divides shared resources between projects. It also described how any resource-sharing does not adversely affect project timelines, outputs and outcomes.
The applicant demonstrates an understanding of the Department’s programme management needs, including regular progress reporting, financial reporting, and information on outputs achieved.	The proposal demonstrated an understanding of the Department’s need for regular reporting.

Areas for improvement

Applicants could have strengthened their responses to Criterion 4 by:

- explaining how resources would be allocated to the projects to ensure outcomes are met
- explaining how the organisations divide shared resources between projects, and how this resource-sharing does not adversely affect projects timelines, outputs and outcomes
- presenting project timelines or work plans that demonstrated how the projects would be implemented within the project timeframe
- acknowledging DSS’ need for regular reporting.