



Multicultural  
Services

Information for Service Providers



PEACE Multicultural Services is a service of

*Relationships Australia.*

SOUTH AUSTRALIA



## ***Introduction***

This information pack aims to increase service providers' knowledge about PEACE Multicultural Services and to improve referrals and collaboration between PEACE and other service providers working in the following fields:

- Gambling Help Services
- HIV sector
- Hepatitis sector
- Mental health services
- Drug and alcohol services
- Settlement services
- Ethno-specific services
- Other mainstream services.

## ***What is PEACE?***

PEACE stands for Personal Education And Community Empowerment. It is a statewide multicultural service of Relationships Australia (SA) and aims to support and assist culturally and linguistically diverse (CALD) communities to lead balanced and healthy lives.

It is particularly funded to assist CALD people at risk or affected by HIV, sexually transmitted diseases, viral hepatitis, problem gambling and other related issues. We work with individual clients, with families and friends, communities and service providers working with CALD people, to achieve the best possible outcomes for clients.

## Who works at PEACE?

Workers at PEACE are very diverse and come from a number of different cultural backgrounds and professional skills. Workers are bilingual and specifically trained. PEACE workers are non-judgemental and provide comprehensive, professional services where clients feel safe and comfortable.

PEACE is a team that consists of a Manager, team leader, project officers, community support workers, case managers and a counsellor.

## What services do we provide to your clients?

PEACE provides information, support, referral and advocacy services for CALD people at risk of or affected by:

- Problem gambling
  - HIV and STIs
  - Viral hepatitis
  - Other related issues.
1. We help clients understand and cope with the problems/diagnoses from cultural perspectives.
  2. We provide culturally appropriate support to help clients cope with financial burdens/emotional issues resulting from new diagnoses/treatments/problem gambling.
  3. We help clients develop confidence in using mainstream services.
  4. We help clients address factors contributing to their primary health issues including isolation, unemployment and family relationships.
  5. We help clients to understand the legal issues associated or relevant to their situation.
  6. We help clients achieve their set goals.

7. We can work together with clients and their family/friends to help build a support network.
8. We can work one-on-one with a client's family/friends. Client confidentiality is always maintained according to strict codes of conduct.
9. We provide community education sessions and specific training programs to empower and strengthen the communities we serve.

## What services do we provide to you?

PEACE can work with individual service providers and organisations to improve capabilities and confidence levels when working with CALD people.

Regardless of where you work; hospitals, prisons, medical clinics, treatment centres, community settings, government or non-government, we can:

- Collaborate with you to achieve better outcomes for your clients
- Provide cultural consultancy services
- Organise training for your workplace/team to address issues of culture and/or working effectively with interpreters
- Work with your community association to improve your capacity to respond effectively to issues such as gambling, HIV and hepatitis
- Provide you with information to enable you to understand the risk factors and recognise the people who are in need of our services.

## How do we provide our services?

- We provide services at a convenient time and place for clients
- We provide a prompt service, aiming to respond within 24 - 48 hours
- We build professional relationships that are based on trust and respect
- We provide holistic and contextualised services both to the client and their significant others including service providers
- When needed, we use a case management approach, which includes regular follow up, to meet the needs of the clients
- We provide evidence-based therapeutic services when needed, to address the needs of clients
- We provide a service that is respectful and culturally responsive
- We never judge people, no matter what their lifestyle is, but we work with them to improve their situation and/or help them maintain their health and wellbeing
- We use a strengths-based approach to build clients' capability in responding to own issues
- We provide a service that matches client's health literacy level and needs
- We consult with clients and negotiate their needs and goals
- We ensure clients' confidentiality with their community and significant others is always maintained
- We do not charge for our services
- We provide interpreters and work with clients to feel comfortable about using an interpreter, as we never use a family member
- We collaborate with other service providers, when appropriate, to help the client to meet their goals.

## When should you refer clients to us?

PEACE believes that all CALD people should have access to relevant services. We want them to feel comfortable and safe when they use these services and to experience better outcomes after using those services. PEACE also believes that CALD people should have access to information and support services to help prevent problems such as gambling, HIV, viral hepatitis and liver cancer.

We understand that, at times, it can be overwhelming for service providers to achieve this without other additional cultural support. Attending to cultural issues, by making a referral to PEACE Multicultural Services, can help address many barriers and improve health and welfare outcomes for clients.

You can refer clients to us when the client is at risk or is already affected by problems. The following issues are only examples of situations where you can make a referral:

### Problem Gambling

1. When the client requests further support for issues other than gambling
2. When the client experiences financial difficulties and he/she gambles recreationally or excessively
3. When the client is diagnosed with mental illness and he/she gambles recreationally or excessively
4. When the client experiences social isolation, and/or family relationships problems and/or drug and alcohol problems and he/she gambles recreationally or excessively
5. When the client declares to you that they had a "big win" and they have been chasing another one
6. When a family member is affected or concerned about someone else's gambling habits.

### HIV and STI

1. When the client is travelling to high prevalence countries (ie. Africa and Asia) and are in need of information about prevention
2. When the client needs support to go through HIV screening
3. To access condoms and learn how to use them - this includes male and female condoms
4. When the client is living with HIV and requires cultural support and/or other practical support
5. When you believe the client's situation is not getting better and you are not sure if there are cultural issues/barriers
6. When HIV is causing family relationships problems
7. When a woman needs to protect herself from HIV (including living with a partner who is living with HIV) and gender equality issues
8. When you are dealing with young people who are sexually active and have had an experience of an STI
9. Anyone who you believe is at risk (please ensure you have accurate and up to date information about prevention, transmission and risks).

### Viral Hepatitis

1. Everyone who comes from high prevalence countries (ie. Africa, Asia and the Middle East). People from these countries need to go through hepatitis screening to ensure early treatment and monitoring to prevent advance liver disease including liver cancer
2. Anyone who is already diagnosed with hepatitis B and/or C
3. Anyone who lived or still lives with someone who has hepatitis (mainly hepatitis B)
4. Anyone who requires further information about transmission and risk factors
5. Anyone who wants information about hepatitis A and B vaccination.

### How can you refer clients to PEACE?

Clients do not require a formal referral to access our services, however, CALD people may benefit more when a warm referral is made. A warm referral is when you, as service provider, help facilitate the contact between the client and us. You could do so by following one of the options below:

1. Arrange a meeting for us to meet the client at a convenient place and time; this could be at your workplace, or at ours or at the client's home
2. Call us on 8245 8100 and ask to speak to a PEACE worker. The worker will complete the referral form (included in this pack) on your behalf over the phone. However, if the referral is for general enquiry and assessment, we do not need to fill the referral form, making an appointment might be sufficient
3. Make a copy of the referral form, fill it in and:
  - a. Mark it confidential and address it to PEACE Manager or Team Leader and post it to 49a Orsmond Street, Hindmarsh SA 5007.
  - b. Or mark it confidential and address it to PEACE Manager or Team Leader and fax to Relationships Australia (SA) on 8346 7333.
  - c. Or scan the completed form and email it to [e.oudih@rasa.org.au](mailto:e.oudih@rasa.org.au)

### How will we communicate with you?

If you made a referral but did not make an appointment for the client, we will contact the client within 24 - 48 hours to make an initial assessment, and organise a meeting time. Once the client attends the appointment, we will confirm with you, either through a letter or an email, that we have seen the client and that he/she will continue to be seen by PEACE. We will inform you of the PEACE worker who is case managing the client.

Depending on the complexity of the issues and if client consent was granted, we might be in further contact with you to ensure a shared care plan is in place. If a shared care plan is in place, then the PEACE worker will communicate with you on a regular basis to ensure the client is progressing well.

### What should you do if you have a concern?

1. If your concern is related to a client, please contact the PEACE worker named in the confirmation letter/email, or simply make a new referral to PEACE as previously detailed.
2. If your concern is related to a complaint you received from a client about our PEACE service, or if you have a concern about the conduct of a PEACE worker, please address the issue with the worker, if appropriate. If it is not appropriate, please contact the PEACE Manager by telephone on 8245 8100.
3. If you believe the matter is serious, please address your concern in writing, marked confidential to:
 

*Manager - PEACE Multicultural Services  
Relationships Australia (SA)  
49a Orsmond Street, Hindmarsh SA 5007*
4. The Manager will then confirm receipt of your letter and indicate to you the process of resolving the matter as per Relationships Australia (SA)'s policy and procedure.

For any further information and clarification please contact the PEACE Manager on (08) 8245 8100.

## Service Provider Referral Form

*Please photocopy or scan this form, and follow instructions on page 7 of this booklet to send the form to Relationships Australia (SA).*

### Section A – Information about the service provider / agency

Date: \_\_\_ / \_\_\_ / \_\_\_ Referring worker (Full name): .....

Referring agency: .....

Telephone: ..... Email address: .....

Postal address: .....

Did the client initiate the referral?  Yes  No Did you initiate the referral to PEACE?  Yes  No

Have you obtained client's consent to release his/her personal information to PEACE?  Yes  No

### Section B - Concerns/issue that PEACE may need to address:

(please tick and briefly outline the issues/concerns or services required)

HIV/AIDS: .....

Hepatitis C: .....

Hepatitis B: .....

Gambling: .....

Relationships: .....

Other: .....

### Section C - Client details

Male  Female Date of Birth: \_\_\_ / \_\_\_ / \_\_\_ Last name: .....

Nationality: ..... Ancestral Country: .....

Preferred language: ..... Interpreter required: Yes  No

Street address: ..... Postcode: ..... State: .....

Suburb: .....

Willing to be contacted: Yes  No

Contact number: ..... Best time to call: .....

### PART D – Other practical consideration / issues

Any other considerations that PEACE need to take into account:

Same gender worker  Same sex attracted worker  Practical issues (transport, language limitation)

Warm referral (meeting the client with you)  Safety issue (mental health, domestic violence)

Use a particular interpreter that the client is comfortable with

Any relevant comments: .....

### Next action - OFFICE USE ONLY

Date received: \_\_\_ / \_\_\_ / \_\_\_

Allocation to: ..... PEACE Section:  HIV  HCV  HBV  Gambling

Appointment made on: \_\_\_ / \_\_\_ / \_\_\_ Time: .....

Joint take required by MOSAIC:  Yes  No

Referring worker informed of the outcome:  Yes  No

Action taken by: ..... Date: \_\_\_ / \_\_\_ / \_\_\_



Relationships Australia (SA)  
49a Orsmond Street  
Hindmarsh SA 5007  
T: (08) 8245 8100  
F: (08) 8346 7333

PEACE Multicultural Services is a service of Relationships Australia South Australia Health Promotion Services and is funded by the Government of South Australia, Department of Health through HIV, Hepatitis C Policy and Programs and the Gamblers Rehabilitation Fund, a joint initiative of the Australian Hotels Association (SA Branch), Clubs SA, Adelaide Casino and the Government of South Australia.