

*The Partners in Culturally Appropriate Care (PICAC) Alliance provides a national conduit for collaboration between PICAC organisations in every state and territory. Funded by the Commonwealth Government since 1997, PICAC organisations support aged care providers to deliver culturally appropriate care and strengthen cultural responsiveness through collaboration, training, and advocacy.*

PICAC Alliance supports the development of a more proportionate, relationship-based and accessible primary aged care entry system, including multiple trusted pathways into CHSP.

A “no wrong door” approach has the potential to reduce unnecessary assessment burden, strengthen earlier access to preventative support and reconnect aged care with trusted health, community and local service pathways.

Its success should not be measured only by the number of approved entry points, completed referrals or the speed of registration.

For multicultural older people, every doorway must be able to identify language and communication requirements, support understanding and informed decision-making, arrange qualified interpreters where required, recognise family and community circumstances, and provide a supported handover to an appropriate provider.

The model must also recognise, measure and fund the navigation, communication, cultural brokerage, coordination, partnership-building and follow-up work required to make trusted pathways function.

The practical test is therefore not simply whether an older person can enter the system through more than one door.

The test is whether, through any door, the older person can be heard, understood, appropriately assessed and connected with support that is available, suitable, trusted, affordable and usable.

#### In summary:

“A doorway is not evidence that a pathway exists.”

A pathway exists only when responsibility, communication, capability, provider availability and supported handover connect the first conversation to actual support.

#### Closing Question

What conditions must exist so that every doorway can recognise, understand and support the person who enters through it?

The statement was endorsed by following members of PICAC Alliance:

- Multicultural Aged Care Inc – PICAC SA / Secretariat
- Centre for Cultural Diversity in Ageing – PICAC VIC
- Ethnic Communities Council of Queensland- PICAC QLD
- COTA NT – PICAC NT
- Fortis Consulting WA – PICAC WA