



Health
Sydney
Local Health District

Framework for working with Cultural and Linguistic Diversity in Sydney Local Health District

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Our vision

The health and wellbeing of culturally and linguistically diverse (CALD) communities is the responsibility of all services in Sydney Local Health District.

Introduction

Sydney Local Health District is experiencing widespread transformation as a result of a number of urban renewal projects and increasing population density. According to Department of Planning and Environment projections, the District population is expected to reach 766,530 people by 2026.

A large proportion of this population growth will be made up of both newly arrived and more established migrant groups. From 1 January to 31 December 2017, a total of 257,203 migrants settled permanently in Australia. Of these, 16,757 were humanitarian entrants. NSW was the recipient of the largest permanent migrant intake for that period, with a total of 90,671 people settling here, of which 6,541 were humanitarian entrants.

Of the 670,000 people living in Sydney Local Health District 44 per cent are born overseas and 55 per cent speak a language other than English at home.

Migration is a dynamic force that changes over time. Its ebb and flow is set by broad geo-political events, internal policy decisions of host countries, settlement patterns and the economic security of migrant populations. The social, economic and cultural fabric of Australia and NSW in particular, has been shaped by this phenomenon over many years. The dynamic nature of migration requires health services that are flexible and agile in responding to changing populations, needs and priorities.

There are many complex factors impacting the health of migrant communities. Some population factors include:

- English language proficiency
- Length of residency in Australia
- Migration from low to middle income countries
- Conditions of arrival and migration category
- Age structure of migrant groups
- Prevalence of endemic health issues in countries of birth.

Creating a healthcare system that is responsive to the varying needs of diverse populations would improve access to high quality health services and have a positive impact on the health of migrant communities.

The *Sydney Local Health District Framework for Working with Cultural and Linguistic Diversity* presents the District's vision for improving the health and wellbeing of our migrant communities and ensuring health services are responsive, patient and family centred, well integrated, equitable and accessible.

Integral to this framework is the understanding that the health of our CALD communities is a responsibility shared across all services within our District. An innovative 'whole of health' system approach will enable the District to respond to the varying needs of these diverse populations.

Supporting the framework

There are a range of statewide and District documents that guide and support this Framework, including:

- Principles of Multiculturalism Act NSW 2000
- NSW Anti-Discrimination Act 1977
- NSW Health Plan for Healthy Culturally and Linguistically Diverse Communities 2018–2023
- NSW Integrated Care Strategy
- NSW Agency of Clinical Innovation Leading Better Value Care Program
- Sydney Local Health District Strategic Plan 2018–2023
- Sydney Local Health District Equity Framework
- Sydney Local Health District Health Literacy Framework 2016-2020

As part of our commitment to improving the health of our CALD populations, Sydney Local Health District has established the Diversity Programs and Strategy Hub (Diversity Hub) within the Population Health clinical stream.

The Population Health Diversity Hub brings together the content expertise, skill sets and community connections of a range of key services including the Multicultural Health Unit, the statewide Multicultural HIV and Hepatitis Service (MHAHS), the Sydney Health Care Interpreter Service and the newly established Cultural Support Program. The latter will recruit bilingual/bicultural workers from a range of priority CALD backgrounds, who will have a broad scope of practice in working with District and community-based services.

The Diversity Hub has been established to support the District to be responsive and adaptive to changing CALD population demographics, health issues and service utilisation. It will support the core business of clinical and non-clinical services to improve access to prevention, health promotion and clinical care for our CALD communities. The Diversity Hub will foster innovative approaches to working with priority CALD populations on a range of health issues.

The establishment of the Population Health Diversity Hub will provide a system where District services can access subject matter expertise and guidance to inform health service decision making and program development, a key milestone identified in the NSW Plan for Healthy Culturally and Linguistically Diverse Communities 2018-2023.

There are examples from District and hospital-based services where clinical services and programs have been specifically tailored to meet the needs of CALD communities. The District will continue to maintain its investment in these, as well as in structures and services for our CALD communities through, for example:

- Maintaining the Sydney Health Care Interpreter Service
- Maintaining the Multicultural Access Committees within Royal Prince Alfred, Canterbury and Concord Hospitals, and the District's Mental Health Service
- Maintaining the Mental Health Bilingual Counsellor Program which provides culturally appropriate assessment and case management
- Continued focus on equity, through ongoing implementation of the 'Can Get Health in Canterbury' Project and the Equity Framework
- Investment in key non-government services including the Asylum Seeker Centre, Thalassaemia Association and the Sydney Indo-Chinese Community Youth Support Program
- Establishment of a District Cultural Diversity Advisory Committee
- Maintaining the District's Consumer and Community Advisory Council and service level consumer engagement

A Sydney Local Health District Cultural Diversity Strategic Plan will be developed with District and facility-level actions to deliver responsive and adaptive healthcare to people and communities from CALD backgrounds.

Key principles

Equity

- Providing culturally and linguistically appropriate and accessible care that is tailored to a person's demographic, socioeconomic or geographical background.
- Equity involves identifying and targeting for action, those groups who experience particular inequities in health status, health risk factors or access to health services.

Patient and family centred care

- Providing care that respects the social, emotional, spiritual and physical context of a patient's life and acknowledges their past experiences.
- Patient centred care improves patient experiences and creates public value for services.

Engagement and partnership

- Working in collaboration with CALD patients, families, communities and service partners to improve CALD health and wellbeing.
- Engaging in meaningful partnership with community leaders and groups to ensure appropriate and better value care.
- Research and evidence-based practice
- Ensuring patients and their families have access to the immediate and long-term benefits of research. Immediate benefits may include contributing to the design and governance of the research project and being paid for their time.
- Developing opportunities for their participation, delivering models of care in line with the best evidence and using continuous evaluation to monitor effectiveness are essential to improve the health and wellbeing of CALD communities.
- Ensuring safe cross-cultural research by embedded CALD perspective throughout the research process including the design of the research questions, the methodology, the focus of the evaluation and analysis of the research findings, dissemination to community groups, policy groups and academic settings, and the translation of evidence into policy and practice.

Community empowerment and participation

- Fostering empowerment and participation from the diverse communities within the District at all levels of the health system to improve healthcare, support self-management, develop understanding of community needs and capture perceptions and understandings about healthcare appropriateness and delivery.

Enablers

This Framework identifies internal mechanisms that focus on maintaining and improving the capacity of our District to identify and meet the specific needs of all CALD communities and to address health inequalities experienced by these groups. This is supported by:

Leadership and commitment

- Ensuring that every aspect of the District's organisation is oriented to support diversity, cultural competency, racial and religious tolerance and the advancement of multicultural principles.
- Encapsulating a commitment to strong and meaningful inclusion of community partners in all aspects of health.

Governance

- Improved governance has the capacity to further improve quality of care delivered, minimising risk and fostering a caring environment for CALD consumers and communities.
- Ensuring culturally safe communication and development of health and systems literacy.

Data collection

- Improved collection, analysis and dissemination of demographic and population data, including data on migration and settlement patterns, patient-level data and interpreter usage data to monitor trends and enable responsive service delivery.

Population Health

- Improved and more effective prevention, early intervention and health promotion to reduce the likelihood of poorer health outcomes for CALD populations through the development of targeted and culturally appropriate programs and services.

Policy and planning

- Sustained systematic change, service integration, planning and policy development aimed at ensuring equitable access and care for non-English speaking and culturally diverse patients, families, clients and consumers

Workforce

- Enhanced cultural competence and professional practice of the District's workforce to deliver targeted healthcare and services to CALD communities.
- Building and investing in a culturally diverse workforce that reflects the composition of the broader CALD population of the District.

Partnerships

- Development and maintenance of strategic and inclusive partnerships with key NGOs, community based organisations and multicultural leaders and opinion-makers to guide, enhance and sustain the work of District based services and programs.