



Cultural and Linguistic Diversity Action Plan

2017 – 2020

Meeting the needs of people
from culturally and linguistically
diverse backgrounds



**Peninsula
Health**

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Message from the Chief Executive Officer

Peninsula Health serves a rich and culturally diverse community. We are committed to ensuring our services meet the needs of all people including those from culturally and linguistically diverse backgrounds.

Our *Cultural and Linguistic Diversity Action Plan 2017 – 2020* provides a framework to develop and implement actions that ensure our services, programs and facilities are inclusive of all people and provide the best possible healthcare for everyone – regardless of their background.

Building on the work of the CALD Action Plan 2010-2013, this Action Plan will help us meet the needs of all CALD community members who use, visit or work within our organisation and ensure their interests and needs, and those of their carers, are considered in service planning and provision.

I would like to acknowledge the extraordinary contribution of the CALD Community Advisory Group, consumers, carers and staff who have developed the *Cultural and Linguistic Diversity Action Plan 2017 - 2020*. I encourage all Peninsula Health staff and volunteers to help bring this important action plan to life.

Sue Williams
Chief Executive Officer
Peninsula Health

Diversity at Peninsula Health

Peninsula Health is committed to ensuring that the needs of all individuals within our diverse community are met in an appropriate and respectful manner.

In partnership with consumers and carers, we aim to provide an environment that recognises and responds to individual consumer and carer needs, supports and preferences and which meets expectations.

Peninsula Health Diversity Framework



CALD Plan 2010 – 2013: Outcomes

The 2010–2013 CALD Action Plan achievements include:

- e-Pulse (intranet) page for staff has been developed and can be accessed across all of Peninsula Health
- Awareness raising through events associated with Cultural Diversity Week and Harmony Day
- Staff education to ensure staff understand how to appropriately work with an Interpreter
- Charter of Healthcare Rights, Privacy and Complaints information is made available to consumers in multiple languages
- International Interpreter symbol signs have been placed in all reception and clinical areas across Peninsula Health
- Nationally recognised and accredited Professional Interpreters available to support the CALD community upon identification and request
- CALD CAG representatives present on Food Tasting Panel at Peninsula Health

How the CALD Action Plan 2017 – 2020 was developed

Peninsula Health's CALD Action Plan 2017 – 2020 was developed through:

- *External consultation:*
Community Focus Groups / Workshops
- *Internal consultation:*
Key stakeholders from within all areas of Peninsula Health

How we will implement, monitor and evaluate the CALD Action Plan 2017 – 2020

- The CALD Action Plan is made available to staff and the community.
- Actions identified in the CALD Action Plan are included in the Operational Quality and Risk Management plans (OQRs) of relevant services / departments.
- The CALD Action Plan Self-Assessment Tool (Appendix 1) is used to help local areas assess their service and identify areas for improvement. Members of the CALD Community Advisory Group are available to support the service areas in completing this self-assessment checklist.
- All services / departments provide reports about their progress to their Executive Director.
- The Executive Director is responsible for making sure all actions are monitored and reported.
- The Diversity Steering Committee is responsible for overseeing the implementation, monitoring and evaluation of the CALD Action Plan in consultation with Peninsula Health's CALD Community Advisory Group.
- Peninsula Health reports progress on the plan through the Quality of Care Report and Annual Report.

What will make the CALD Action Plan work?

- It has been developed in partnership with key CALD communities and their carers.
- It is a core part of planning for all services, departments and units in their service provision, projects and policies.
- It has solid support from Peninsula Health Executive and Senior Management.
- The Diversity Steering Committee is responsible for overseeing the implementation, monitoring and evaluation of the CALD Action Plan in consultation with Peninsula Health's CALD Community Advisory Group.
- Our staff will undertake training in CALD awareness.
- We constantly review and monitor our CALD Action Plan, to make sure it is appropriate and its goals are being achieved.

Goal 1: Our services, programs and facilities are accessible to people from a CALD background

We provide the community and consumers with timely, relevant and up-to-date information about our services, programs and facilities. This information is provided in a variety of accessible formats.

1.1 Services

Our services are accessible to people from a CALD background.

- Enhance internal and external website functionality, capability and navigation to better support people from a CALD background (such as Auslan interpretation, voice-overs/ audio for sight impaired, translated information).
- Provide consumers with information regarding specific features of sites and services (such as location of accessible parking, accessible toilets, ramp entry, concierge, key contacts to arrange an Interpreter).
- Work in partnership with external services to ensure information regarding our services is available to people from a CALD background and their carers.

1.2 Information

Our information is in a form accessible to people from CALD backgrounds.

- Provide resources and training for staff to support them to develop and utilise accessible written information.

1.3 Buildings and facilities

Our buildings and facilities are accessible to people from a CALD background.

This includes existing buildings and facilities as well as future developments.

- Provide adequate accessible toilet facilities (including high needs toilets).
- Provide adequate designated accessible parking at all sites.
- Support way-finding and moving through sites with adequate signage, rest areas/seating, and sacred spaces for reflection.

Goal 2: We support and promote inclusion and participation for people from a CALD background

We promote practices that include people from CALD backgrounds and which support them to participate fully.

2.1 Strengthening partnerships

We work in partnership with the CALD Community, their carers and Migrant Resource Organisations.

- Develop and strengthen partnerships with local and state wide Migrant Resource Organisations.

2.2 Accessible events

We meet the needs of the CALD Community and their carers at all Peninsula Health events. This includes all meetings, gatherings and structured activities (e.g. Annual General Meeting and health and wellness forums).

- Use the Peninsula Health Accessible Events Checklist and Guidelines in planning and advertising events.

2.3 Partnering in individual care

We partner with people from CALD backgrounds and their carers to ensure we meet their individual health needs.

- Support people from CALD backgrounds and their carers to be involved in all aspects of their care planning and discharge planning.
- Involve relevant local services already working with individual consumers in provision of care, particularly discharge planning.

2.4 Advocacy / Support

Support is provided to people from CALD backgrounds to ensure they have a positive healthcare experience.

- Identify and offer support for specific, individual needs of people from CALD backgrounds.
- Expand the use of alerts in CLOVeR (electronic clinical system) for people from a CALD background with specific care needs who use our services regularly (such as Care Plan alerts for language, communication, religion and hearing).

Goal 3: Our staff and volunteers demonstrate attitudes and practices which ensure people from CALD backgrounds are not discriminated against

3.1 Organisational culture

We tolerate only inclusive attitudes and practices and encourage staff and volunteers to see the person.

- Incorporate Diversity Awareness principles into the Peninsula Health Corporate Orientation program.
- Provide CALD Awareness training for staff and volunteers whose role it is to welcome people to our services (such as reception, concierge and ward clerks).
- Provide staff and volunteers with CALD Awareness education which includes opportunities for them to experience some of the day-to-day challenges faced by people from CALD backgrounds.
- Involve people from CALD backgrounds and their carers in developing and providing Diversity Awareness education and training for staff and volunteers.
- Provide Diversity Awareness education and training to undergraduate and postgraduate students on placement with us.
- Provide relevant training and resources to support our sites to become eligible to display the Communication Access Symbol ensuring all services are communication accessible (*Peninsula Health Disability Action Plan 2014-16*).
- Raise the profile of the specific needs of people from CALD backgrounds through events such as Harmony Day and Cultural Diversity Week.

3.2 Community consultation

We ask people from CALD backgrounds and their carers to help us break down barriers and promote understanding.

- Support people from CALD backgrounds and their carers to undertake consumer representative roles within the organisation.
- Partner with relevant Community Advisory Groups (such as Disability, Older Persons and Carers) to bring the consumer voice to service planning, delivery and evaluation (*Peninsula Health Disability Action Plan 2014-16*).

Goal 4: We provide equal employment and volunteer opportunities for people from CALD backgrounds

4.1 Recruitment policies and practices

We ensure that positions within the organisation are offered to the best candidates available.

- Provide employment material in accessible formats to enable enquiry and application by people from CALD backgrounds.
- Train staff involved in Human Resource management/recruitment in issues around disclosure, reasonable adjustment and interviewing techniques for candidates from CALD backgrounds.
- Build partnerships with local Migrant Employment organisations.

4.2 Employment opportunities

We value diversity and innovation within the workplace and recognise that every individual brings with them a range of skills.

- Include the needs of people from CALD backgrounds in organisation wide and department specific employment policies/guidelines.
- Ensure that 'reasonable adjustment' such as the adaptation of the physical environment, provision of specialist equipment or resources and job redesign is offered to support employment of staff and consumer representatives / volunteers from CALD backgrounds according to Peninsula Health's Equal Employment Opportunity policy.

4.3 Volunteer opportunities

We value the significant contribution made by our volunteers, and are committed to supporting and developing volunteer roles across Peninsula Health including for people from CALD backgrounds.

- Build partnerships with local Volunteer Agencies who assist people from CALD backgrounds to identify volunteering opportunities.

Cultural & Linguistic Diversity Action Plan Self-Assessment Tool

Use this self-assessment tool to identify areas for improvement in your service.

These quality activities should be captured on your local Operational, Quality & Risk Plan (OQR).

☒ How many boxes can you tick?

Goal 1: Our services, programs and facilities are accessible to people from CALD backgrounds

1.1 Services: Our services are accessible to people with a CALD background

- ☐ We provide translated information brochures for our specific services.
- ☐ We provide online translated information for our specific services.
- ☐ We provide maps to help people find our services easily.

1.2. Information: Our information is in a form accessible to people from CALD backgrounds

- ☐ Staff who develop consumer information have attended training on accessible information provision.
- ☐ We involve people from CALD backgrounds and their carers in the development of information.

1.3 Buildings and facilities: Our buildings and facilities are accessible to people from CALD backgrounds

- ☐ Our signage is clear to visitors and accessible toilet areas are appropriately signposted.
- ☐ Environmental audits include globally recognized signage, and provision of sacred spaces.

Goal 2: We support and promote inclusion and participation for people from CALD backgrounds

2.1 Strengthening partnerships: We work in partnership with people from CALD backgrounds, carers and Migrant Resource organisations

- ☐ We liaise with Migrant Resource service providers to ensure appropriate and coordinated care for people from CALD backgrounds.

2.2 Partnering in individual care: We partner with people from CALD backgrounds and their carers to ensure we meet their individual health needs

- ☐ We actively involve people from CALD backgrounds in care planning and discharge planning to the best of our ability.
- ☐ We actively involve carers of people from CALD backgrounds in care planning and discharge planning where this is appropriate.

2.3 Advocacy and support: Support is provided to people from CALD backgrounds to ensure they have a positive healthcare experience

- ☐ We offer support for specific, individual needs of people from CALD backgrounds accessing our services (such as spiritual support).
- ☐ We use alerts in CLOVeR for people from CALD backgrounds with specific care needs (such as Care Plan alerts regarding language, communication, religion and hearing).

Cultural & Linguistic Diversity Action Plan Self-Assessment Tool

Use this self-assessment tool to identify areas for improvement in your service.

These quality activities should be captured on your local Operational, Quality & Risk Plan (OQR).

☒ How many boxes can you tick?

Goal 3: Our staff and volunteers demonstrate attitudes and practices which ensure people from CALD backgrounds are not discriminated against

3.1 Organisational culture: We tolerate only inclusive attitudes and practices and encourage staff and volunteers to see the person

- ☐ Our staff have had adequate Cultural Awareness education and training.
- ☐ Our volunteers have had adequate Cultural Awareness education and training.
- ☐ We regularly engage in experiential learning activities which help us to *'walk in the shoes'* of people from CALD backgrounds and their carers.

3.2 Community consultation: We ask people from CALD backgrounds and their carers to help us break down barriers and promote understanding

- ☐ We would welcome a person from a CALD background or their carer who has used our service to join our team as a consumer representative.
- ☐ We consider consulting with other Peninsula Health Community Advisory Groups when developing new services.

Goal 4: We provide equal employment and volunteer opportunities for people from CALD backgrounds

4.1 Recruitment policies and practices: We ensure positions within the organisation are offered to the best candidates available

- ☐ Staff involved in recruitment have had education and training in equal employment opportunity, reasonable adjustment, disclosure and interviewing techniques for candidates from a CALD background.

4.2 Employment opportunities: We value diversity and innovation within the workplace and recognise that every individual brings with them a range of skills

- ☐ We support staff from CALD backgrounds through adaptation of the physical environment, provision of specialist resources and job redesign.

4.3 Volunteers: We value the significant contribution made by our volunteers, and are committed to supporting and developing volunteer roles across Peninsula Health including for people from a CALD background

- ☐ We support volunteers from CALD backgrounds through adaptation of the physical environment, resources and role redesign.

Glossary

Accessible formats	Information presented in formats other than the standard printed form. Alternative formats include information on audiotape or CD, computer disk (in various formats), large print or braille.
CLOVeR	The patient management clinical system used at Peninsula Health.
Communication access	Communication access is when everyone can get their message across. It occurs when people are respectful and responsive to individuals with communication difficulties, and when strategies and resources are used to support successful communication.
CALD Community Advisory Group	A sub-committee of the Peninsula Health Community Advisory Committee which provides a vehicle for communicating with, and responding to, the needs of consumers from CALD backgrounds and their families within the catchment area of Peninsula Health.
Diversity	Diversity refers to the myriad experiences and attributes that contribute to each person's uniqueness regardless of cultural or ethnic heritage or community, such as social class, gender, occupational status, income, sexual orientation, ability, disability, religion or education.
Operational Quality and Risk Management Plan (OQR)	Organisation plans that detail quality, operational and risk management activities within Peninsula Health.
Person centred care	An approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among health care providers, consumers and families.

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**Peninsula
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We acknowledge and pay respect to the traditional people of this region, known as the Myone Buluk of the Boon Wurrung language group of the greater Kulin Nation. We pay our respects to the land this organisation stands on today. We bestow the same courtesy to all other First Peoples, past and present, who now reside in this region.