



Government of **Western Australia**
Department of **Health**

WA Health Multicultural Health Initiatives

Prepared by the Cultural Diversity Unit,
Chronic Disease Prevention Directorate,
Public Health Division

April 2015

Executive Summary

A mapping of multicultural health initiatives was undertaken by the Cultural Diversity Unit to identify health policies, programs and services offered by the WA Health system that directly address or are inclusive of the health needs of Western Australians from culturally and linguistically diverse backgrounds (CaLD).

In the process of collecting information it became evident that there was a wide range of initiatives being implemented across the whole public health system that encompassed health services delivery, workforce capacity building, consumer participation and understanding population diversity and health needs. While these were sometimes stand-alone initiatives and run by disparate parts of the health system, when put together, they demonstrated an organisational approach to cultural diversity and a strong commitment to the provision of safe, high quality and welcoming health care.

The information gathered has been organised into six domains, which have been identified by a range of literature as essential to a culturally competent health service. These domains are:

1. Deliver accessible and culturally appropriate health services and information for people from CaLD backgrounds.
2. Disseminate linguistically and culturally appropriate health education materials, including feedback about health care.
3. Demonstrate commitment to multicultural health through organisational policies, principles and strategies across WA Health agencies.
4. Build organisational and staff understanding of the health needs of CaLD communities in WA.
5. Develop cultural competence of WA Health staff at all levels through training and other professional development activities, staff meetings, induction sessions and the like.
6. Enable participation of consumers and carers in feedback, service planning and program development.

Most of the information was provided by officers from within the Health Services and the Department of Health, supplemented by the Cultural Diversity Unit's earlier work entitled CaLD Initiatives Stocktake (2013) and the Inventory of Multicultural Health Initiatives in the Public Health and Clinical Services Division (2014).

While the mapping exercise managed to capture a broad range of multicultural health activities that highlight core and ongoing work across WA Health, it does not purport to present a complete picture of all activity within the system.

Background

Western Australia is one of the most culturally and linguistically diverse States in the country (ABS Census 2011). Migrants from more than 190 countries, speaking close to 300 languages and dialects and about 3.1% Aboriginal and Torres Strait Islander people live in WA.

The Office of Multicultural Interests publication 'Cultural Diversity in Western Australia: A Demographic Profile (2013)' describes Western Australia's diversity. Some key points are presented below:

- *Top 10 countries of birth*

The proportion of Western Australians born overseas increased between 2006 (29%) and 2011 (31%). The UK, New Zealand and South Africa remained the top three countries of birth. There were significant increases in the number of people born in New Zealand, South Africa, India, the Philippines and China. The proportion of Italy-born people decreased and Vietnam, the Netherlands and Germany moved out of the top 10 countries of overseas birth.

In terms of ancestry, an indicator of cultural diversity and background that is not necessarily connected to country of birth, people who identified with English, Irish, Scottish, Chinese, Indian and New Zealand ancestry decreased.

- *Languages spoken at home*

The 2011 Census showed an increase in Western Australia's linguistic diversity and English proficiency among speakers of languages other than English (LOTE). More overseas born Western Australians spoke a language other than English (LOTE) at home, compared with the Australian-born (5%). The most common LOTE are Chinese languages, Italian, Indian and South-Asian languages, Vietnamese, Philippine languages, Arabic, Indonesian, German and Spanish.

- *Migration streams to WA*

Western Australia has become the preferred destination for skilled migrants. Almost a quarter (22%) of Australia's intake came to Western Australia in 2011. In comparison, Western Australia received smaller proportions of family (23%) and humanitarian entrants (6%) compared to national figures and approximately 10% of Australia's total intake for these visa classes.

- *Settlement patterns*

Perth is one of the most diverse capital cities of Australia, where a majority (87%) of Western Australians have settled. Rural and regional areas are significantly less diverse as compared to Perth's metropolitan areas.

Cultural Competency

It is well recognised that disparities exist in the health status of people from diverse cultural, linguistic, and socio-economic backgrounds in high income English speaking countries such as Australia (Betancourt, Green, Carrilo, & Ananeh-Firempong, 2003). This has significant implications for service delivery and policy making for the health systems of those countries. Studies have also shown that peoples' perceptions of health and wellbeing, as well as the experience of health care are significantly influenced by culture (Johnstone & Kanitsaki, 2006). This suggests that there is a need for systems and organisations delivering health care to people from CaLD to build cultural competency to enable appropriate and effective responses to increasing population diversity.

Cross et al (1989) define cultural competency as a set of congruent behaviours, attitudes and policies that come together in a system, agency or among professionals that enable that system, agency or those professions to work effectively in cross-cultural situations. Cultural competency focuses on the capacity of the health system to improve health and wellbeing by integrating culture into the delivery of health services.

To be culturally competent, a system requires five essential elements:

- Values diversity
- Have the capacity for cultural self-assessment
- Manages the dynamics of difference
- Institutionalises cultural knowledge
- Adapt service delivery so that it reflects an understanding of the diversity between and within cultures

(The Royal Australian Community of Practitioners, 2004).

The National Health and Medical Research Council (2005) and the scholarly literature have identified models for improving cultural competency in the health sector. Common among these models is the acknowledgment that cultural competency is a journey that must be undertaken at four levels - systemic, organisational, professional and individual.

The following tables present the various undertakings across WA Health system in an attempt to showcase cultural competency initiatives at the systemic and organisational levels.

Domain 1: Deliver accessible and culturally appropriate health services and information for people from CaLD backgrounds.

Aim	Actions/Achievements	Status	Lead area
Particular health needs of newly arrived migrants and refugees and humanitarian entrants are addressed.	Voluntary holistic health assessments are provided to all recently arrived humanitarian entrants settling in WA; includes screening for communicable disease, screening for mental illness and post-traumatic stress disorder (PTSD), reviewing immunisation status and commencing catch up immunisations, if required. Referrals to specialty tertiary clinics, as required.	Ongoing	HEHS
	Holistic health care is provided for refugee children and their families.	Ongoing	PMH Refugee Clinic
	Refugee health nursing provides community follow up and case management of families screened at HEHS. HEHS staff facilitate continuity of care, linkage with primary care providers and support follow up at tertiary centres for those with complex health needs.	Ongoing	HEHS and CACH
	A range of women's health services and antenatal care for refugee and migrant women is provided at local community based women's health centres. Referrals are received from all maternity services in the metropolitan area including King Edward Memorial Hospital, Osborne Park Hospital and Joondalup Health Campus in the north and Armadale hospital in the south.	Ongoing	NMO, ISHAR and Gosnells MWHC
Cancer screening programs are provided to people from CaLD backgrounds.	Culturally appropriate and accessible breast screening services are provided to all eligible women in WA, including women from CaLD backgrounds. This includes free interpreting services, group bookings and women's health days to promote women's health and wellbeing in an environment that celebrates cultural diversity.	Ongoing	BreastScreen WA
	Cervical cancer prevention resources are promoted to all women at every opportunity, including during multicultural health open days.	Ongoing	WACCP

Aim	Actions/Achievements	Status	Lead area
	A universal/appropriate brochure about bowel cancer screening for all including people from CaLD has been developed with broad input from relevant community agencies.	Completed	WA BCS (in partnership with Cancer Council WA)
Immunisation programs inform and encourage participation of people from CaLD backgrounds.	Immunization clinics engage the services of interpreters, when needed.	Ongoing	CDCD
	Multilingual resources for use by service providers are being developed to better inform their clients about immunization.	Started	CDCD
Prevention and management of sexual health and blood borne viruses involve CaLD populations.	Prevention and community health promotion activities conducted for CaLD communities through 'Sharing Stories' project.	Ongoing	SHBBVP and MMRC
	Promotion of HIV prevention and care and stigma related messages to CaLD communities (particularly African) in WA.	Ongoing	SHBBV and WA AIDS Council
	Health promotion and outreach work about hepatitis B conducted in CaLD communities.	Ongoing	SHBBV and Hepatitis WA
Specific mental health needs of people from CaLD backgrounds are met.	A specialist statewide transcultural mental health service addresses the mental health needs of people from refugee and migrant backgrounds. The service program components include clinical service delivery for adult referred from a wide range of service providers; development and delivery of specialised education and training workshops; participation research with ethnic communities; resource development; policy and service development promoting cultural responsive mental health service delivery.	Ongoing	WA TMHS
Chronic disease prevention initiatives are inclusive of CaLD populations.	The Go for 2&5® is a public campaign in Australia to increase awareness about the benefits of eating fruit and vegetables. This project is winding down and no longer funded in WA, however, there are translated resources available on the Go for 2&5® website in the following languages: Arabic, Chinese, Italian, Khmer, Korean, Macedonian,	Ongoing	CDPD

Aim	Actions/Achievements	Status	Lead area
	Serbian, Thai, Turkish, and Vietnamese.		
	<p>UCook, designed specifically for adolescents, is a series of community based cooking and nutrition information sessions aimed at improving participants' confidence to prepare and cook healthy meals in a fun and interactive environment.</p> <p>The sessions, provided by Foodbank and funded by DoH, focus on adolescents from low socio-economic circumstance and include engagement with CaLD youth.</p>	Ongoing	OPAN Team, CDPD
	<p>Quitline, delivered by the Alcohol and Drug Information Service and funded by WA Health, is a confidential service, providing individually tailored assistance, advice and call back counselling programs to those attempting to quit smoking. It is contactable 24h/day, 7days/week, for the cost of a local call.</p> <p>Quitline counsellors have general sensitivity approach to counselling, and when a language barrier is apparent, interpreters from the Translating and Interpreting Service are engaged to facilitate effective communication. Guidelines are maintained for language service provision.</p> <p>Resources can be provided in many languages, through links with Government and non-government agencies, nationally.</p>	Ongoing	Tobacco Policy Team, CDPD
	<p>Swim & Survive is a swimming and water safety program that is aligned to the National Swimming and Water Safety Framework and develops skills across the following areas:</p> <ul style="list-style-type: none"> • Entries and exits; • Sculling and body orientation; • Movement and swimming strokes; • Survival and personal floatation device skills; • Rescue skills; 	Ongoing	Injury Prevention Unit, CDPD

Aim	Actions/Achievements	Status	Lead area
	<ul style="list-style-type: none"> • Water safety knowledge. <p>Specific activities and programs that cater to CaLD communities include:</p> <ul style="list-style-type: none"> • Keep Watch parent/carer presentations for new arrivals and migrant women's groups; • Water safety DVD developed in multiple languages for new arrivals to WA. 		
	<p>Stay On Your Feet WA® is a community awareness-raising program, which aims to promote healthy, active ageing in WA to reduce falls and the severity of fall-related injuries among seniors. The program aims to achieve this by raising awareness that falls are preventable and not a consequence of ageing through the promotion of the Nine Steps To Stay On Your Feet®.</p> <p>Awareness raising initiatives:</p> <ul style="list-style-type: none"> • Five Stay On Your Feet® grants were awarded to initiatives specifically targeting CaLD community needs. • Many of the 130 events registered for 2013 were CaLD inclusive. • The Up of the Floor poster was redeveloped to be more accessible for CaLD and ATSI populations as well as people with impaired vision. • New exercise resources developed to be more accessible for CaLD and Aboriginal and Torres Strait Islander populations. • Community and health worker's electronic newsletters redeveloped to be more accessible for CaLD populations. Utilising and promoting the use of online translation software to make falls prevention messages available to CaLD staff and community members. • Dissemination of existing CaLD Resources though the SOYFWA® Information Centre include Italian, Polish and Cantonese speakers kits and Italian DVDs for WACHS hospitals in the South West region. 	Ongoing	Injury Prevention Unit, CDPD

Aim	Actions/Achievements	Status	Lead area
	<p>Seasonal child safety campaigns have resources translated into a number of languages.</p> <p>Kidsafe WA targets CaLD groups in a variety of different ways:</p> <ul style="list-style-type: none"> • Conducting presentations with CaLD groups on request (promoted via seasonal mail outs). • Providing relevant resources when requested – CaLD DVD and facilitators guide which has been translated into eight different languages. • Attending events to promote CaLD resources and information. • Currently Kidsafe WA is evaluating the CaLD DVD resource. 	Ongoing	Injury Prevention Unit, CDPD
Newborn screening program include CaLD populations.	The Newborn Screening Program has translated materials regarding newborn screening and seeking consent for use by midwives and General Practitioners. These are in 5 languages, namely, Arabic, Chinese, Indonesian, Thai and Vietnamese.	Completed	OPHG
Specific health needs relating to Female Genital Mutilation (FGM) and gender based violence are met.	Education and training on FGM and gender based violence are provided to relevant WA Health staff.	Ongoing	FGM and FDV (CaLD) RP, WNHS

Domain 2. Disseminate linguistically and culturally appropriate health education materials, including feedback about health care.

Aims	Actions/Achievements	Status	Lead area
CALD consumers are provided with linguistically and culturally appropriate health education materials, including feedback about their health care.	The Western Australian Public Patients' Hospital Charter which explains a public hospital patient's rights and obligations and how one can give feedback about their hospital experience has been translated into various languages. This is available on the Healthy WA website.	Completed	DoH CB
	Translated health resources are available on the: <ul style="list-style-type: none"> • WA Multicultural Health webpage and • Healthy WA webpage under multicultural health topic. 	Completed	CDU and DoH CB
	Patient First booklet provides information on patient rights (in pictorial form).	Completed	OSQ
	Sexual health and blood borne viruses program multicultural health website provides: <ul style="list-style-type: none"> • information on sexual health and blood borne viruses, • referral and language options for the multicultural communities of WA, • resources and referral options, • policy information and • training for service providers. 	Ongoing	SHBBVP
	Sexual health and blood borne virus materials have reflected population diversity in images used in documents, photos and video footages.	Completed	SHBBVP
	A ' Feedback poster in 12 languages ' has been developed outlining a process for clients to provide feedback about their health care and concerns.	Completed	WA TCP and HEHS
	Post-operative instructions for common dental procedures translated to ensure patients received information in a language they understood.	Completed	DHS

Aims	Actions/Achievements	Status	Lead area
	Appointment letters to attend health screening sent to clients in English and their first language using online tool.	Trial	HEHS
	Nasal irrigation or 'neti pots' information translated and made available on the Environmental Health website.	Completed	PHCSD, Environmental Health
	The Women and Newborn Health Service library provides a database of women's health information in over 30 languages . A small collection of CDs and books are available in a variety of languages that members of the public can borrow.	Completed	KEMH
	Cervical cancer prevention resources translated into a number of languages. National print resources in a range of languages are also available.	Completed	WACCPP
	Utilise communication tools relevant to CaLD consumers to increase understanding of treatment pathways and follow-up care, i.e., Bowel Cancer Flip Chart.	Routine	WACPCN - WA CNCT
	Advance Care Planning patient guide translated into Italian (first of many planned), with a bilingual form. Also available in braille with an audio file.	Ongoing	Palliative Care Network - WACPCN
	Palliative Care website contains information in multiple languages, including 'wave file' access to hear information in language of preference.	Ongoing	Palliative Care Network - WACPCN
	'Understanding the Dying Process' booklet available in multiple languages.	Ongoing	Palliative Care Network - WACPCN

Aims	Actions/Achievements	Status	Lead area
	Heatwave information is tailored to effectively communicate, disaster information across the State. Translated fact sheets in a number of languages are developed, when required.	Ongoing	DMRPD
Staff meet obligations and responsibilities to engage and work with qualified and credentialed and qualified interpreters (including Auslan)	The WA Health Language Services Policy and Support Toolkit and other resources promoted across WA Health and on the WA Health multicultural health webpage.	Ongoing	CDU
	Engage, refer and collaborate with credentialed and qualified interpreter services at a state-wide level to ensure patient access to informed decision making before, during and following treatments.	Routine	Whole of WA Health
	Interpreting services are made available for CaLD women who need language assistance when calling for cancer screening.	Ongoing	WACCPP
National and local campaigns address CaLD needs	<p>The National Tobacco Campaign – More Targeted Approach is a component of the population wide National Tobacco Campaign, providing activities and tailored information for Australians including CaLD groups.</p> <p>The campaign is a joint federal, state and territory initiative and aims to increase and reinforce awareness of the range of health harms associated with smoking, and generate and reinforce intentions among current smokers to quit.</p> <p>Campaign activities include:</p> <ul style="list-style-type: none"> • Mass media advertising (television, in-venue, radio, print, outdoor and online) including CaLD specific media. • Production and distribution of supporting resources available in 20 languages. 	Ongoing	Tobacco Policy Team, CDPD
	WA Bowel Cancer Screening Implementation Team present bowel cancer issues for CaLD community at national level meetings.	Ongoing	NBCSP - WA CNCT

Domain 3: Demonstrate commitment to multicultural health through organisational policies, principles, strategies, research and collaboration across WA Health agencies.

Aims	Actions/Achievements	Status	Lead area
Policies and strategies consider impact on CaLD consumers and communities.	WA Health Strategic Intent 2010-2015 states that WA Health serves all Western Australians, regardless of income, physical location or health status. Its four pillars include caring for individuals and the community and those who need it most.	Ongoing	DoH and Health Services
	WA Health Policy Framework for Substantive Equality	Ongoing	DoH Workforce
	The Substantive Equality and Equal Opportunity Checklist provide guide to consider impact on CaLD people.	Ongoing	NMHS, PHAC
	WA Health Access and Equality Policy states that respect of a patient's individual needs aims to ensure substantive equality for Aboriginal People and people from CaLD to reduce the risk of inappropriate, inadequate, inefficient treatment and legal risks resulting from poor communication.	Ongoing	SMHS
	WA Health Language Services Policy 2011 supports the universal right to health by aiming to ensure that all consumers and carers who need assistance with English or who are deaf or hearing impaired are provided with access to appropriate interpreting and translating assistance.	Ongoing	DoH and Health Services
	The WA Health Consumer and Community engagement strategy provides guidance for health agencies to consult and engage communities, as appropriate, in the development of policies, plans and strategies including people from CaLD backgrounds.		HCC
	The Partnering with Consumers document outlines the principles and ideas which should be considered by all WACHS staff to strengthen and improve the practice of community, consumer, and carer engagement across our health services, and complement the WACHS District Health Advisory Council Guidelines.		WACHS
	The WA Health Promotion Strategic Framework 2012–2016 sets out WA	Ongoing	CDPD

Aims	Actions/Achievements	Status	Lead area
	Health's strategic directions and priorities for preventing chronic disease and injury over the next five years. The goal of the HPSF is to reduce the number of people living with chronic disease and/or the impact of injury in WA by helping them to adopt healthier lifestyles in communities that are safer and healthier, no matter if they are at home, work or play. This includes some people from culturally and linguistically diverse communities who may have a higher prevalence of risk factors for disease.		
	National Bowel Cancer Screening Program WA Bowel Cancer Screening Implementation Team contributes to national policy development of engagement and communication strategies to increase program participation among CaLD community members.	Ongoing	WACPCN
	Palliative Care Network Network planning incorporates the needs of CaLD community members when dealing with end-of-life issues and care of the dying.	Ongoing	WACPCN
Interagency collaboration and coordination is encouraged and promoted to improve multicultural health services.	WA Health Multicultural Health Reference Group comprises senior representatives from health services and relevant DoH divisions to ensure coordination, communication and collaboration of multicultural health initiatives at high level and across the WA Health system.		CDU
	The Western Australian Refugee Health Advisory Council (WARHAC) is the principal advisory body responsible for ensuring the delivery of a comprehensive and high quality refugee health program. Representatives come from WA Health services and programs working on refugee health care and non-government agencies, namely, the WA Medicare Local Forum and the Health Consumers Council.	Ongoing	PHAC
	The Refugee and Migrant Women Working Group , a subgroup of Health Networks' Continuity of Care for Maternity and Newborns, discusses and workshops specific issues relating to refugee and migrant women in accessing maternity services across WA Health and broader issues about accessing health		RMW WG Health Network

Aims	Actions/Achievements	Status	Lead area
	services and ways to improve health care experience across WA Health.		
	The WA Cancer & Palliative Care Network has a Reference Group working on Bowel Screening CaLD projects e.g. CaLD brochure for National Bowel Cancer; representatives come from relevant agencies and community groups; have been involved in Multicultural Health Diversity Café events, as participants and as presenters.	Ongoing	WACPCN
Research is undertaken to inform appropriate interventions	<p>The North Metropolitan Public Health Unit conducted a comparative study of lifestyles, perceptions and behaviours between newly arrived and established migrants in relation to nutrition, physical activity, alcohol and smoking Sixteen focus groups conducted (176 people) with 8 ethnic groups: Afghani Hazaragi, Afghani Dari; Sudanese Arabic; Sudanese Dinka; Burmese Karen, Burmese Chin and Iraqi Kurdish and Iraqi Arabic.</p> <p>Overall findings of the study identified rapid acculturation of newly arrived. Key findings include :</p> <ul style="list-style-type: none"> ○ Over 50% of participants experienced food insecurity, ○ Increased fast food consumption. ○ Decline of physical activity after arrival. ○ Decline of smoking due to government regulations 	Completed	NMPHU
Cultural and linguistic diversity is celebrated across the health system.	Maintain and publish a multicultural health calendar (including religious or other cultural days of significance), in the multicultural health webpage.	Ongoing	CDU
	Harmony day, refugee week and other cultural celebrations are promoted and celebrated across WA Health.	Ongoing	CDU

Domain 4. Build organisational and staff understanding of the health and related needs of CaLD communities in WA.

Aims	Actions/Achievements	Status	Lead area
Facilitate information sharing about health issues faced by humanitarian entrants, newly arrived migrants and others from CaLD backgrounds.	The Multicultural health webpage provides links to current and relevant CaLD information, for example, settlement and population data from the Office of Multicultural Interests and the Australian Bureau of Statistics.	Ongoing	CDU
	Phone and email advice regarding sources of CaLD information and resources regularly provided to staff.	Ongoing	CDU
	Content specific or community specific information circulated through Multicultural Health Reference Group and other networks, as appropriate.	Ongoing	CDU
Make available data on health and usage of WA Health services by CaLD patients/consumers.	Annual language services reporting commenced in July 2014.	Ongoing	CDU
	Potential to include CaLD statistics in epidemiology information provided to stakeholders to inform policy and strategy development using data sourced from ABS and relevant WA Health sites.	Ongoing	PHCSD, EB
	Data linkage can provide specific information for research, policy and strategy. CaLD data can be linked based on data collected through existing data systems, namely: <ul style="list-style-type: none"> • Hospital Separations • Cancer Registrations • Midwives Notifications • Mental Health Contracts • Death Registrations • Birth Registrations • Electoral Roll Records • Emergency Presentation 	Ongoing	PHCSD, DLB
	Since mid-2013, the Health and Wellbeing Surveillance System has included interviews with respondents where English is not their first language and coded these to monitor participation.	Ongoing	PHCSD, Data Linkage Branch

Domain 5. Develop cultural competence of WA Health staff at all levels through training and other professional development activities, staff meetings, induction sessions and the like.

Aims	Actions/Achievements	Status	Lead area
Improve staff capability to work with people from CaLD, including working with interpreters	Cultural Competency Training which covers topics about cultural competency frameworks, population diversity, communicating across cultures, engaging with people from CaLD backgrounds and working with interpreters is offered to all WA Health staff.	Ongoing	CDU
	Multicultural Health Diversity Café provides health professionals and non-government service providers opportunity to share effective approaches when working with people from CaLD backgrounds.	Ongoing	CDU
	SMHS mental health employees are mandated to attend an all-day training which encompasses topics in cultural perspectives, Aboriginal mental health, multicultural leadership, ethno-psychopharmacology, cultural issues in psychotherapy, signs and symptoms in cultural psychiatry and working with interpreters.	Ongoing	MHSLU
	Staff training provided that aims to enhance understanding of the dynamics involved in engaging in a transcultural clinical context and improving cultural competency in mental health service delivery.	Ongoing	TMHS
	Monthly meetings attended by representatives from government and non-government agencies working with CaLD populations discuss key issues and develop strategies to address gaps and challenges for the provision of support to CaLD families.	Ongoing	CAMHS
	Developed a guide for all staff on how to use TIS and tips for working with an interpreter	Completed	WACCPP

Domain 6. Consumer participation is demonstrated in care planning, program planning and development.

Aims	Actions/Achievements	Status	Lead area
Consumers and carers are involved in service planning and program development.	Consumer Advisory Councils have been formed in various hospitals and provide ongoing feedback to the health system.	Ongoing	Hospitals
	Governing Councils have consumer representatives from CaLD backgrounds.	Ongoing	Health Services

List of Acronyms

CACH	Child and Adolescent Community Health
CAMHS	Child and Adolescent Mental Health Service
CDCD	Communicable Disease Control Directorate
CDPD	Chronic Disease Prevention Directorate
CDU	Cultural Diversity Unit
DoH CB	Department of Health Communications Branch
DMRPD	Disaster Management Regulation and Planning Directorate
FDV FGM RP	Family Domestic Violence and Female Genital Mutilation Research Project
HCC	Health Consumers Council
HEHS	Humanitarian Entrants Health Service
ISHAR	ISHAR Multicultural Women's Health Service
MHSLU	Mental Health Strategy and Leadership Unit
MMRC	Metropolitan Migrant Resource Centre
NMPHU	North Metropolitan Public Health Unit
NMO	Nursing and Midwifery Office
OPHG	Office of Population Health Genomics
OSQ	Office of Safety and Quality
PHAC	Public Health and Ambulatory Care
PMH Refugee Clinic	Princess Margaret Hospital Refugee Health Clinic
RM WG	Refugee and Migrant Women Working Group
SHBBVP	Sexual Health and Blood Borne Virus Program
SMHS	South Metropolitan Health Service
WA BCS	Bowel Cancer Screening Implementation Team, WA Cancer & Palliative Care Network
WACCP	WA Cervical Cancer Prevention Program
WACNCT	WA Cancer Nurse Coordination Team
WATCP	WA Tuberculosis Control Program
WATMHS	West Australian Transcultural Mental Health Service
WNHS	Women's and Newborns Health Service

Bibliography

- Anderson, L., Scrimshaw, S., Fullilove, M., Fielding, J. E., & Normand, J. (2003). "Culturally Competent Health Care Systems." *American Journal of Preventive Medicine* 24: 68-79.
- Australia Bureau of Statistics. "Reflecting a Nation: Stories from the 2011 Census." Canberra, ACT. Australia Bureau of Statistics. Retrieved 9 January 2015, from <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/2071.0main+features902012-2013>
- Betancourt, J. R., Green, A. R., Carrilo, J. E., Ananeh-Firempong, O. (2003). "Defining Cultural Competence: A Practical Framework For Addressing Racial/Ethnic Disparities in Health and Health Care." *Public Health Reports* 118 (2003): 293-302.
- Cross, T. L. et al. (1989). "Towards a Culturally Competent System of Care: A Monograph on Effective Services for Minority Children Who Are Severely Emotionally Disturbed." Washington, US. CASSP Technical Assistance Centre, Georgetown University Child Development Centre.
- Department of Health. (2009). "Cultural Responsiveness Framework – Guidelines for Victorian Health Services." Melbourne, Australia: Department of Health, Victoria Government.
- Johnstone, M. J., & Kanitsaki, O. (2006). "Culture, Language, and Patient Safety: Making The Link." *International Journal for Quality in Health Care* 18: 383-388.
- National Health and Medical Research Council. (2005). "Cultural Competency in Health: A Guide for Policy, Partnerships and Participation." Canberra, Australia: National Health and Medical Research Council.
- Office of Multicultural Interests. (2013). "Cultural Diversity in Western Australia: A Demographic Profile." Perth, Western Australia. Department of Local Government and Communities. Retrieved 10 January 2015, from http://www.omi.wa.gov.au/resources/publications/info_sheets/Cultural_Diversity_2013.pdf
- Siegel, C., Haugland, G., & Chambers, E. (2002). "Cultural Competency in Mental Health Systems of Care: Selection and Benchmarking of Performance Measures." New York, US: The New York State Office of Mental Health.
- The Royal Australasian College of Physicians. (2004). "An Introduction to Cultural Competency". Royal Australasian College Physicians. Retrieved 9 January 2015, from www.racp.edu.au



**This document can be made available in alternative formats
on request for a person with a disability.**

© Department of Health 2014

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.