

## SECTION 3

# MANAGEMENT & ACCOUNTABILITY

## EQUITY AND DIVERSITY

### NSW Carers (Recognition) Act 2010

Carers play a critical role in our community by providing ongoing unpaid support to family and friends needing help due to disability, terminal illness, chronic illness, mental illness or ageing.

Across NSW Health we continue to deliver projects, initiatives and information to:

- inform and guide our employees to recognise and support carers
- value and engage with carers as partners in care
- support employees who have caring responsibilities.

Key highlights in 2017-18 include:

- In December 2017 the Advisory Council acknowledged NSW Health's ongoing work to ensure the integration of carers as partners in care.
- The NSW Health Recognition and Support for Carers: Key Directions 2018-2020 was released in early 2018. It provides guidance to NSW Health organisations on responding to the needs of carers, so that carers feel valued, respected, engaged and supported.
- The 2018 NSW Health Carers Program Statewide Workshop focussed on transition and change across the lifespan for carers and the people they care for, including with the National Disability Insurance Scheme and My Aged Care.
- Central Coast Local Health District successfully applied for funding through the Carers Investment Program (CIP) to develop and pilot a model of care for the Hospital in the Home program that ensures carers have the knowledge, skills and capacity to support the patient at home, resulting in timely and safer discharge to home and reduced hospital readmissions.
- A range of initiatives were delivered across NSW Health to increase the comfort of carers staying with patients in hospital. Carer Zones have been introduced at Blacktown, Westmead and Dubbo Base hospitals, so carers can stay overnight. Northern Sydney Local Health District introduced the Supporting Carers at the Bedside program which ensures carers attending for long periods of time are comfortable and that a meal is served to them at the same time as the patient.

## Multicultural Policies and Services Program

The Multicultural Policies and Services Program, overseen by Multicultural NSW, is a whole-of-government initiative focussed on ensuring government agencies implement the principles of multiculturalism through their strategic plans, and deliver inclusive and equitable services to the public. The four key focus areas are Service delivery, Planning, Leadership, and Engagement. Under these key focus areas, NSW Health has continued to build on initiatives delivered in previous years to ensure the health system is accessible and responsive to the needs of culturally and linguistically diverse people.

The key achievements in each focus area for 2017-18 are provided below.

### Service Delivery

Local health districts and other NSW Health organisations have implemented activities to improve access to health services, including targeted programs to raise awareness of services available and address barriers to their use.

NSW HEALTH ORGANISATION	PROJECT / INITIATIVE
Agency for Clinical Innovation (ACI)	<b>Interpreter videoconferencing:</b> ACI has explored options for a statewide solution for the use of videoconferencing for interpreter services to improve access.
Centre for Population Health, Ministry of Health	<b>Get Healthy Service Chinese coaching pilot:</b> Health coaching in Mandarin and Cantonese using bilingual health coaches. The pilot will inform the roll out of bilingual coaching in these languages across NSW.
Clinical Excellence Commission (CEC)	<b>Patient safety and improvement initiatives:</b> Development of CEC patient safety and improvement initiatives were informed by the extensive use of incident and safety data.
Far West Local Health District	<b>Interpreter Service Information for staff:</b> The District has updated information and contact details for Health Care Interpreter Services to support staff to access professional interpreters.
Health Education and Training Institute (HETI)	<b>Working with interpreters online training modules:</b> HETI has developed training modules to enhance the capability of NSW Health staff to work with interpreters. The Risks in Using Family to Interpret module supports staff to understand the importance of using professional interpreters to deliver safe and high quality care.
Hunter New England Local Health District	<b>MOMS (Mothers, Obstetrics and Multicultural Support):</b> This program focuses on mothers and their families in the antenatal and postnatal periods. It aims to build health professionals knowledge of cultural values, expectations and health needs. The program supports parents through small group parenting sessions with interpreters, multilingual information, opportunity to socialise with other parents and support to access mainstream support services.
Illawarra Shoalhaven Local Health District	<b>Drug and alcohol services cultural enhancement service development project:</b> The District is undertaking a project to develop a culturally responsive model of service to enhance service use by culturally and linguistically diverse consumers.
Multicultural HIV and Hepatitis Service	<b>Consultancy and support for mainstream services:</b> The service partners with and provides consultancy and support to mainstream services in the HIV and hepatitis sectors, including health, non-government organisations and research agencies. Where relevant, the service links mainstream services and key sector stakeholders with peak culturally and linguistically diverse organisations.
Multicultural Problem Gambling Service	<b>Online betting prevention and education initiatives:</b> In response to the increasing prevalence of online sports betting and advertising, education and prevention initiatives for young people were undertaken. Educational institutions were identified as high priority settings to reduce the chance of young people developing gambling problems and to reduce the harm caused by gambling addiction.
Transcultural Mental Health Centre	<b>Building capacity to meet the mental health needs of newly settled refugees in NSW:</b> In 2017-18 more than 670 clinicians and mental health professionals attended 18 training sessions delivered by the Centre. The training sessions supported mental health services and communities statewide to build capacity and skills to provide culturally safe care to recently settled refugees.
Western NSW Local Health District	<b>Health messaging for culturally and linguistically diverse communities:</b> In partnership with the local council, strategies were developed to improve health messaging and to strengthen links and relationships with GPs, non-government organisations and other private providers.

## Planning

Action to improve the collection of patient data for use in policy, service and program planning has been a priority area of the NSW Health Plan for Culturally Diverse Communities.

NSW HEALTH ORGANISATION	PROJECT / INITIATIVE
Bureau of Health Information	<b>Admitted Adult Patient Survey:</b> Survey questions about professional interpreter use during admission and quality of interactions with health professionals have been actively refined. Survey data can be used by local health districts to benchmark professional interpreter use against the state average and plan for improvement.
Cancer Institute NSW	<b>Reporting for Better Cancer Outcomes program:</b> Performance based strategy implemented to improve screening for cancer within local health districts and Primary Health Networks. Biennial breast screening participation rates for women of culturally and linguistically diverse backgrounds provides data to help inform local strategies to increase screening and the early detection of cancer.
Justice Health and Forensic Mental Health Network	<b>Services and programs for people in custody:</b> To inform service and program improvements for culturally and linguistically diverse people in custody, a mapping exercise was undertaken. Country of birth, preferred language and need for interpreter data collected during Reception Assessment Screening when people first enter custody, was used for this purpose.
Southern NSW Local Health District	<b>Mainstream services delivering for all patients:</b> Service use data and demographic data for culturally and linguistically diverse communities has been used to inform site-based clinical service planning processes.
South Western Sydney Local Health District	<b>Audits of Department of Community Paediatrics clinics:</b> All clinics are regularly audited to analyse cultural and ethnic breakdown of clinic attendees. A mixed methods research project has recently been completed to identify the prevalence and burden of developmental disability in newly arriving refugee children. The results of this project have been used to modify the service provision to include specific developmental clinics for refugee children.
Western Sydney Local Health District	<b>Qualitative research project in partnership with the University of NSW:</b> The aim of the project was to investigate barriers and enablers to active involvement in health care decision making by consumers. Consumers participated in focus groups to discuss their experience of interacting with the health care system. The next phase of the project will involve the co-design of resources for consumers and health professionals.

## Leadership

NSW Health organisations have demonstrated a commitment to culturally inclusive practice.

NSW HEALTH ORGANISATION	PROJECT / INITIATIVE
NSW Ambulance	<b>Diploma of Paramedicine - Diversity Unit:</b> As part of the diploma, intern paramedics are required to complete a Diversity unit. The unit covers cultural competency, cultural humility and how to improve non-verbal, verbal and written communication with people of culturally and linguistically diverse backgrounds.
Murrumbidgee Local Health District	<b>Celebrating Cultural Diversity:</b> Senior executive staff have sponsored and chaired a working group which has supported partnerships with local community organisations to celebrate multicultural events and initiatives across the District.
Nepean Blue Mountains Local Health District	<b>Strategies to build cultural responsiveness:</b> Initiatives have included working with clinical teams to develop culturally appropriate models of care; tailored training to increase the cultural responsiveness of team members; and support for culturally and linguistically diverse consumers to make accessing services easier.
Northern NSW Local Health District	<b>Health literacy training for health staff:</b> Training includes information on the importance of and techniques for effective communication with patients of culturally and linguistically diverse backgrounds, including establishing need for a professional interpreter early in the encounter.
St Vincent's Hospital Network	<b>Diversity Health Coordinators:</b> Coordinators have been recruited to support staff to build capacity to provide equitable access to health care for patients of culturally and linguistically diverse backgrounds. Coordinators promote diversity and interpreter policies and provide education and resources on interpreter use and health literacy across the network.
Sydney Children's Hospitals Network	<b>Inclusion and Diversity Steering Committee:</b> Five action groups including a culturally and linguistically diverse group are collaboratively developing an Inclusion and Diversity Strategic Plan. The Plan will focus on reviewing current and best practice and make recommendations for improvement to ensure all consumers receive care that is safe and supportive.

## Engagement

Collaboration with local communities is essential to understand health needs and to develop services and programs to meet identified needs.

NSW HEALTH ORGANISATION	PROJECT / INITIATIVE
Central Coast Local Health District	<b>Holding On – Multicultural MMADness:</b> drug and alcohol harm minimisation partnership project was developed with local young people of diverse backgrounds and community organisations. Strategies included the development of a creative video by participants to convey messages of positive and safe health choices, and the challenges of growing up in Australia and maintaining cultural heritage and identity.
Mid North Coast Local Health District	<b>Annual Multicultural Health expo:</b> Opportunity for health services to engage with multicultural community members. At the expo, community members are able to meet with and learn from staff representing public health services, emergency services and NGOs in the Coffs Harbour area.
Northern Sydney Local Health District	<b>Culturally and Linguistically Diverse Communities Advisory Committee:</b> The Committee provides feedback on the implementation of relevant policies and participates in project development working groups. Examples include the Volunteer and Health Literacy Working Groups and improving the cultural appropriateness and readability of the Post-Acute Care brochure.
South East Sydney Local Health District	<b>Cervical screening program for Bangladeshi and Nepalese women:</b> The program aims to increase access to and participation in cervical screening. The multicultural health unit worked in partnership with community members, the Central and Eastern Sydney Primary Health Network and local community organisation, Advance Diversity Services, to co-design a video and print resources.
Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	<b>Community consultation:</b> A series of formal statewide community consultations have been conducted to understand experiences of trauma and the needs of communities. In 2017-18 STARTTS consulted with Yazidi, Rohignya, Syrian and Afghan community members across NSW and held five mental health focused consultations with the Hazara community.

## Key strategies for 2018-19

The NSW Health Plan for Healthy Culturally and Linguistically Diverse Communities: 2019-2023 will be released in 2019. The new plan for NSW Health organisations will build on key achievements and focus on the areas of access and quality; health literacy; cultural responsiveness; and knowledge of community health needs.

## NSW Health's commitment to refugee health

Ensuring the NSW Health system is accessible and responsive to the needs of new refugees is a key priority as it supports successful settlement in NSW. In 2017-18, NSW Health invested \$7 million in specialised refugee services which have seen over 8500 clients during the year.

The Refugee Health Nurse Program (RHNP) provided on-arrival health assessments for 2950 newly arrived refugees. The RHNP has also expanded support to children in primary and secondary schools with the highest number of refugee students. Data for the 2017 calendar year showed that the School RHNP provided health assessments to 1557 school children.

The Early Childhood Refugee Nurse Program offers home based visiting to newly-arrived refugee families with a child under six years of age. For the 2017 calendar year the Program saw 263 children, with 65 of these being less than 12 months of age at the first visit. Program nurses link families to local support groups, playgroups and other community services.