

# CALD Consumer Engagement: The Natural Helper Experience

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# The Natural Helper Partnership

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Can Clinicians, Researchers,  
Community Partners & Consumers  
from CALD backgrounds successfully  
partner to design, implement and  
evaluate a clinical initiative designed to  
increase engagement of CALD patients  
in chronic disease management?



# Key Ingredients

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**Consumer  
Empowerment**

Advisory &  
Steering Group



**Community  
Partnership**

Link between  
Hospital &  
Community  
Services



**Community  
Engagement &  
Recruitment**

Link between  
Community  
Members &  
Hospital



**Co-Delivery**

Collaborative  
Health Service  
Delivery

# Consumer Empowerment: Building the Consumer Group Capacity

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- *7 advisors*
- *Key communities (Arabic, Assyrian, Vietnamese, Pasifika)*
- *All have lived experience as a patient or carer*
- *Advisors link to the community (community leaders, educators)*
- *Advisors link to other research networks*



# Consumer Empowerment: Building the Consumer Group Capacity

*Upskilling sessions focused on:*

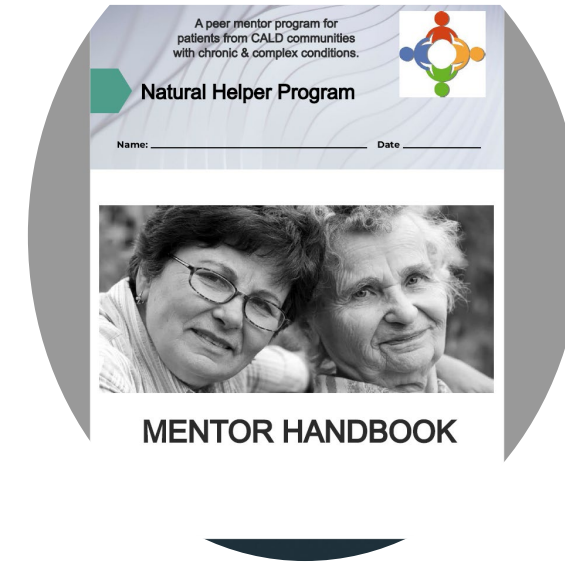
- 1. Opportunities to canvass and represent community perspectives*
- 2. Introduction to research training*
- 3. Active engagement in designing the trial to be responsive to consumer needs*
- 4. Active involvement in interpreting research findings*



Culturally appropriate in-language participant information videos



## Intervention Design



# Consumer Partnership: Links between Hospital & Services

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- *Community Service Partner*
- *Monthly meetings to help foster accountability to the community*
- *Streamline processes for referral to community programs and community supports*
- *Active role in upskilling consumers about services that are available*



# Community Engagement & Recruitment



- *Promotion of the project via*
  - *Recruitment Videos*
  - *Flyers*
  - *Community Outreach*
- *Building Relationships for Next Phase*



# Intervention Co-Delivery

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*The intervention was designed as a partnership intervention between:*

- *Patients*
- *Mentors*
- *Healthcare Providers*

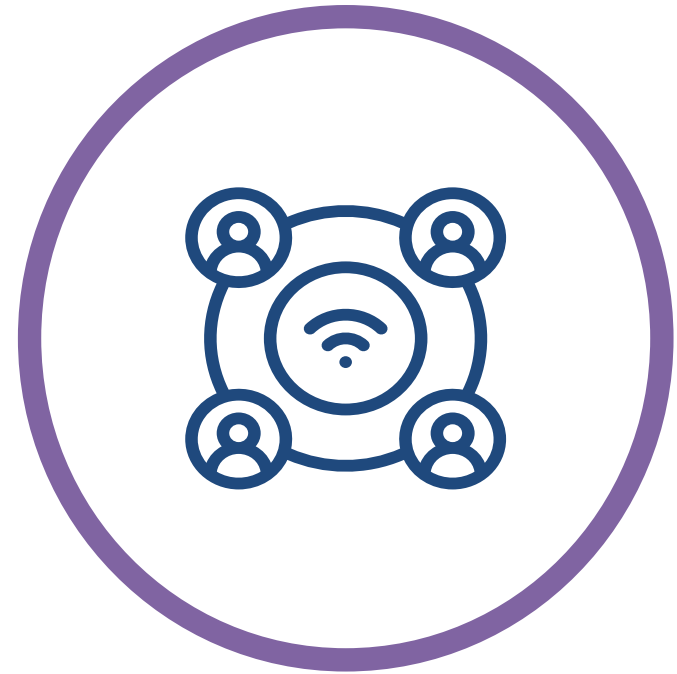
*and supported by Multicultural Services*

*In line with consumer feedback the intervention has:*

*Flexible mode (Video, Phone, F2F)*

*Flexible frequency (Weekly – Monthly or Tapered)*

*Flexible Duration (up to 6-months)*



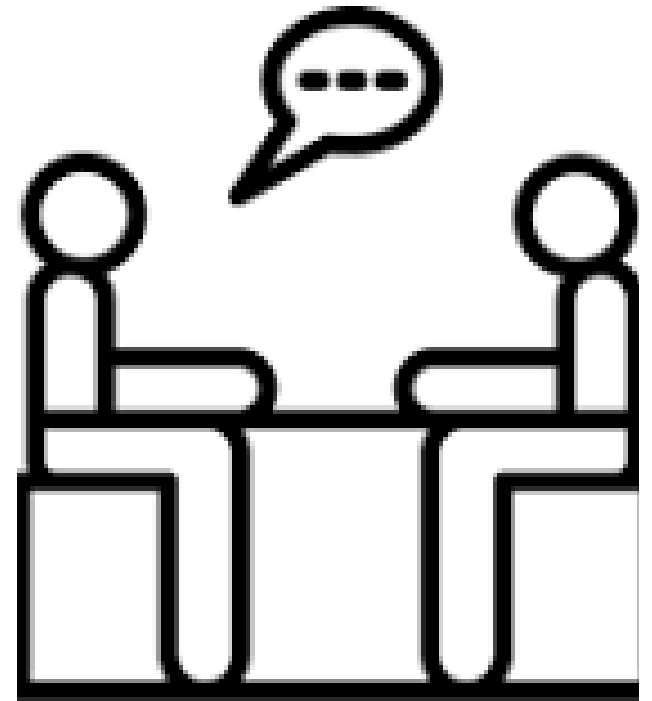


# Intervention Responsiveness

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Responding to consumer feedback:

- Patients
- Mentors
- Community Partners





## Medical Research Future Fund Consumer Reference Panel

The Medical Research Future Fund (MRFF) Consumer Reference Panel (CRP) advises the Chief Executive Officer of the Health and Medical Research Office on strategies for strengthening consumer involvement in the MRFF.

## A Key Lesson



# ACKNOWLEDGEMENTS



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- The Natural Helper Consumer Group
  - The Natural Helper Steering Committee
  - SWSLHD Multicultural Health
  - NSW Health Refugee Flexible Fund
  - MRFF Consumer-Led Research Grant



Health

South Western Sydney  
Local Health District