

CALD News

June 2011

Brought to you by Waitemata DHB Asian Health Support Services

Welcome to the CALD Cultural Competency Training Programme newsletter. CALD stands for Culturally and Linguistically Diverse groups. We're one of several projects funded by the Ministry of Health through the Northern DHB Support Agency to help the three Auckland DHBs implement the Auckland Regional Settlement Strategy Asian, Refugee and Migrant Health Action Plan. CALD Resources and CALD Cultural Competency Training Programmes are developed and provided by the Waitemata District Health Board Asian Health Support Services for the Waitemata, Auckland and Counties Manukau District Health Boards, secondary, primary and community health workforces in the Auckland region.

What is CALD Cultural Competency training?

Becoming culturally competent is not only knowing about another person's culture. It is understanding how cultural differences impact the consulting relationship and being able to adjust your behaviour to accommodate these differences for the best patient outcomes. Competence involves the capacity to function effectively as an individual within the context of the cultural beliefs, behaviours and needs presented by patients and their communities

CALD cultural competency training is offered as face to face or online training- these courses are complementary.

You can choose from a range of courses to suit your clinical specialty and workplace setting. The learning experience is fun as well as informative. On-line courses are super convenient, easy to use and interactive. The courses are CME/CNE and MOPs accredited.

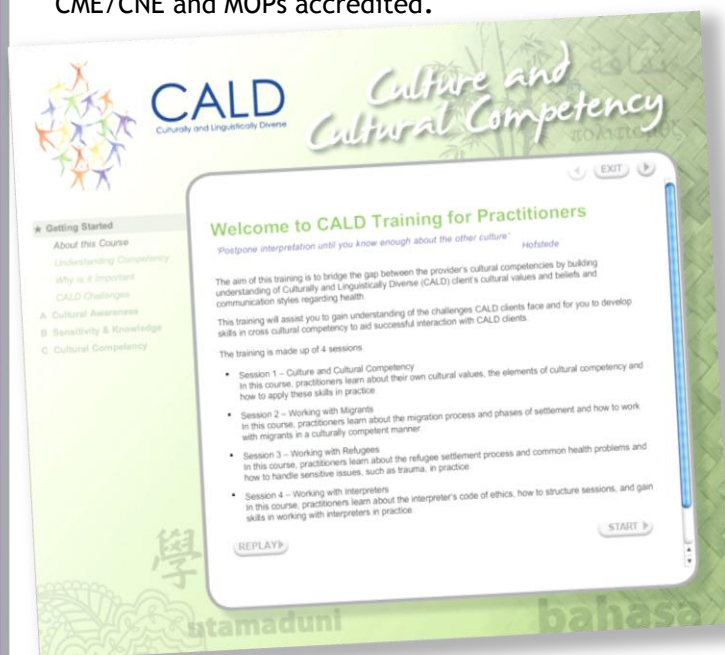
Why the need for cultural competence training?

Super diversity in Auckland region populations

Changes to New Zealand's Immigration policy in 1986 led to rapid changes in the composition of immigration flows and therefore the ethnic make-up of New Zealand society. The Auckland region in particular is super-diverse and has become so in a relatively short period. Auckland has a significantly higher resident immigrant population than any Australian city. Our peoples are increasingly Asian, South Asian, Middle Eastern, Latin American and African. For health and disability services becoming responsive to newcomers has not been without its challenges as we adjust to this new ethnic diversity.

Diversity in the health workforce

Our patients and the communities we work with are from diverse cultural, religious and linguistic backgrounds and so are we as a health workforce



The Health Practitioners Competency Assurance Act 2003 (HPCA Act)

The HPCA Act 2003, includes a requirement for registration bodies to develop standards of cultural competence and to ensure that practitioners meet those standards. There are growing concerns in health services about the miscommunication between practitioners and their CALD clients. A more culturally competent workforce makes a significant difference to the prevention of misdiagnosis; poor treatment and poor compliance in the CALD populations that they serve. Moreover, culturally competent services improve access, equity, quality and patient satisfaction for culturally and linguistically diverse health consumers.

What CALD competency courses are available?

CALD on-line and face to face training courses

- CALD 1 Culture and Cultural Competence (a pre-requisite)
- CALD 2 Working with Migrant Patients
- CALD 3 Working with Refugee Patients
- CALD 4 Working with Interpreters



CALD face to face training courses:

- CALD 5 Working with Asian Mental Health Clients
- CALD 6 Working with Refugee Mental Health Clients
- CALD 7 Working with Religious Diversity

To find out more about the courses, and view the CALD video demo go to www.caldresources.org.nz

How do I register and enrol for the free training courses?

To enrol and register for free face to face and on-line CALD cultural competency courses:

- Check your eligibility with your manager
- Visit the CALD website www.caldresources.org.nz
- Click LOGIN to register and then enrol

If you have registered and wish to enrol in a course:

1. Go to CALD website www.caldresources.org.nz
2. Click LOGIN, enter your email address and password
3. Go to Course Enrolment and select a face to face training course or an online training course (NB: CALD 1 is a pre-requisite to all the other CALD courses)



Tip for your Toolbox of Knowledge

Greet your patient in their language. If you can't get the pronunciation quite right then have a laugh about that together - helps break down the barriers.

What are people saying about CALD?

... a wonderful tool to assist us in a very practical way for clinicians and services to respond more sensitively, compassionately and respectfully to people from the diverse communities ...

Helen Wood - General Manager, District Mental Health Services Group

... a wonderful resource for health practitioners ...

Dr Lannes Johnson - Clinical Director, Harbour Health PHO

... teaches health practitioners how to provide services that "acknowledge the diversity of cultures and ensure services are accessible, culturally appropriate, effective and safe ...

Joris de Bres - Race Relations Commissioner

... busy SMOs can take the training at a pace that suits their schedule - 15 minutes a week!

Professor Innes Asher - Department of Paediatrics, Auckland University