



Waitemata DHB Child Disability CALD Project

Issue 2 June 2010

Welcome to the second Waitemata DHB Child Disability CALD Project newsletter. It's been a busy time for us on the project and we've lots to tell you about!



Refugee Network workshop

In April we hosted a workshop for refugee community leaders and frontline staff who work with refugee communities. The purpose was to strengthen the capacity of disability services to provide support for children and families/whanau in refugee communities. The day included a presentation and discussion about the social model of disability, presentations from other agencies about their services, and case studies looking at real-life situations of refugee families where participants identified solutions to issues.

Learning as we go, evaluating as we grow!

Because this is a developmental project, the Waitemata DHB Child Women and Family Service has commissioned an evaluation.

We want to be sure that what we are learning is identified and documented, and that we are improving where possible. The Clinical Research and Resource Centre (CRRC), a self-funding unit of Waitemata DHB, has been contracted to do the evaluation.

CRRC evaluators, Stella Black and Lucy Dunbar, have been busy developing the interview questions and working with us to identify key informants. This will be a formative and process evaluation to assess the project's set-up and processes, and also how well the cultural caseworker model is working. Information is being collected through interviews and case studies.

The evaluation will take around nine months and we look forward to reporting the results once they are finalised.



WORKING WITH THE EVALUATORS (L-R): CRRC researcher Lucy Dunbar, cultural caseworker Abdi Musse, CRRC researcher Stella Black and cultural caseworker Im Soo Kim.

Cultural diversity on teams – it does make a difference!

Child development team leaders Susan Peters and Shirley Campbell have noticed that having cultural caseworkers on the team is making a difference. Susan reports that since Abdi joined the team, discussions about cultural issues are more frequent, and issues are better able to be addressed.

Shirley agrees: "Since Im Soo has become known in local migrant networks it has certainly improved access - recently a migrant solo mom with an autistic child, who knew nothing about the service, was referred through a migrant network."

What is the Waitemata DHB Child Disability CALD Project?

CALD stands for 'Culturally and Linguistically Diverse'. We're one of several projects funded by the Ministry of Health to help the three Auckland region DHBs implement the Auckland Regional Settlement Strategy. A key component of our project is to establish and evaluate CALD cultural caseworker roles in child disability services. Case workers Abdi Musse and Im Soo Kim are on the job working with children, families and staff in the Child Development, Out of Home Respite, and Child Rehabilitation Services.



Exciting CALD courses allow self-paced learning

We're really excited about the CALD training and resources now available to staff working in primary and secondary care. Funded by Waitemata DHB, the face-to-face training aims to develop cultural competency, and support staff to work sensitively and effectively with people of different cultures. And the first course, *CALD 1: Culture and Cultural Competency*, is now available in a self-paced online format! This CME-accredited course, which is a prerequisite for other courses, can now be done at work or at home anytime, 24/7.

Cultural caseworkers Abdi Musse and Im Soo Kim have taken several of the courses, offered through Waitemata DHB's Learning and Development Service, and recommend them very highly. "The training is well planned and balanced, with a good combination of theory, case studies, group discussion and problem solving," Abdi says. "Everyone who works with consumers from other cultures should take this training."

Im Soo reports that the courses have given him a clearer picture of multiculturalism in the New Zealand health sector. "The training is so well structured that you can just follow each session step by step. The courses also give practical guidelines such as how to effectively work with interpreters." Kate Smedley, Child Health Services operations manager, is pleased that the courses are now available. "We need to encourage all front-line staff to take this training as they all work with children and families from CALD backgrounds," she says.

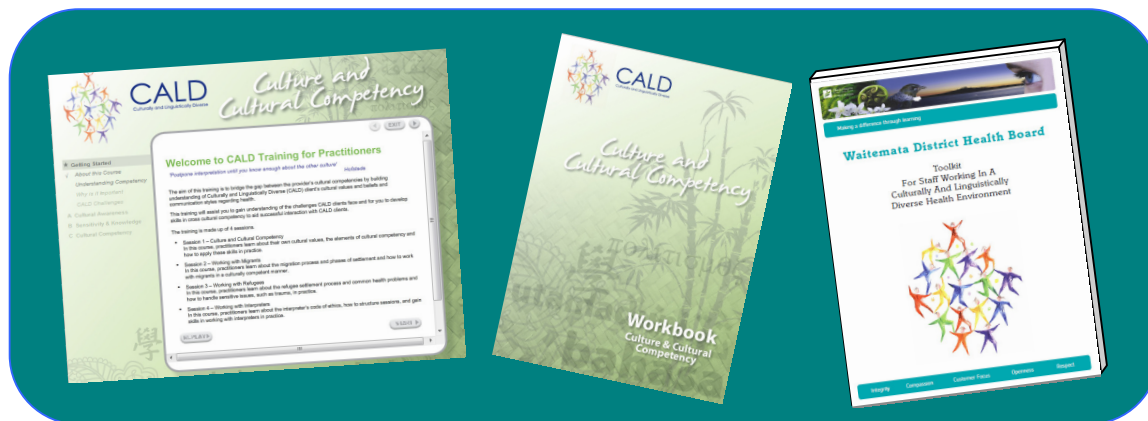
There's also a toolkit for working in a culturally and linguistically diverse health care environment, which has separate sections for all staff, for CALD staff, and for managers.

Check out the courses and the toolkit on the Waitemata DHB intranet or go to

www.caldresources.org.nz.

Did you know.....

Auckland Super City is one of the most culturally diverse cities in the OECD? Between 1990 and 2010 we've grown to comprise more than 200 ethnic communities. We're not just culturally diverse – in sociological terms we're **SUPER DIVERSE!**



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Next issue:

Learn about our focus groups with families from CALD communities.