

# CALD News

July 2013

Brought to you by Waitemata DHB Asian Health Support Services

Welcome to the CALD Cultural Competency Training Programme newsletter. CALD refers to Culturally And Linguistically Diverse. In 2010 WDH B Asian Health Support Services were contracted by NDSA (now NRA - Northern Regional Alliance) on behalf of the MOH to develop the CALD training resources for the DHB provider arm, primary care and NGO health workforce of the Auckland region. After three years we are proud to say we have produced and rolled out seven CALD training modules in both face-to-face and self-paced online formats. To date 7,000 health practitioners have completed the modules.



*"Your body hears everything your mind says" Naomi Judd*

## Celebrating Three Years of CALD Training

Comment from CALD 1 online participant:

*"Prior to this course, I was not so bold in talking directly about culture. I would ask people where they were from, check that I was pronouncing their name correctly and ask them to talk to me about their culture, ask how they say some greetings in their language, alert me to any special cultural needs that Detox could ensure were met. However, I now spend more time, on first interaction, talking directly about culture. I note that in some cultures that interaction between males and females are different from those in NZ. Would they prefer a same-sex person to be their primary nurse, for instance? Some cultures are more formal than NZ in interactions between health practitioners and clients. How should I address you? I now get more specific in my questions, rather than more general open-ended questions."*



## Evaluation Report of the WDH B CALD Cross-Cultural Training Course (CALD 1)

conducted independently by Centre for Child & Family Research, The University of Auckland

Participants' experience of CALD 1 was overwhelmingly positive. They reported high levels of satisfaction with the content, programme delivery and quality of resources.

Considering all the data obtained for this evaluation, CALD 1 achieved the aims of delivering a high quality, well designed, interactive, engaging, educational and self-reflective programme, with good quality video scenarios, offering mixed learning options that enhance learning.

To read the final report [www.caldresources.org.nz](http://www.caldresources.org.nz) - under Asian, Migrant and Refugee Health Publications

## Key points from the Evaluation Report

- Overall, completion of CALD 1 had a significant impact on participants' cultural competence.
- CALD 1 positively impacted on those who had had previous cultural training by reinforcing or consolidating prior learning.
- Participants of CALD 1 gained the behavioural skills needed to support positive attitudes.
- Increased positive behaviours and attitudes/sensitivity towards CALD patients were reported by participants.
- Participants' reported increased knowledge of cultural differences, including values, health beliefs, religious beliefs, gestures and customs, and better skills when interacting and communicating with CALD patients.
- According to the qualitative evidence obtained, participants in CALD 1 reported a heightened awareness of their own culture and how their own cultural beliefs impacted on how they viewed other cultures different from their own.

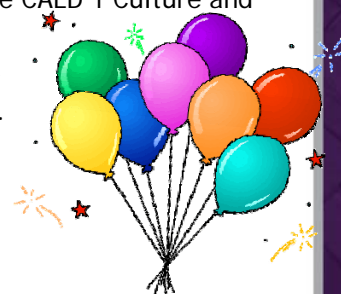


Working with Religious Diversity at CMDHB

Working with CALD Families - Disability Awareness at WDHB

## Congratulations to Procure

Procure GP practice staff have been actively enrolling for CALD online and face-to-face courses since October 2010. As of 30th June 2013 (over 32 months) they have achieved 569 enrolments with 484 taking up the CALD 1 Culture and Cultural Competency pre requisite course.



CALD Online  
iPad  
compatible

You can now access online courses CALD 1, 2, 3 4, & 9 from your iPad

## Celebrating the uptake of CALD competency courses 2010 -2013

CALD on-line and face-to-face courses CME/CNE/MOPS accredited

- CALD 1 Culture and Cultural Competence - **4,282** practitioners completed!
- CALD 2 Working with Migrant Patients - **993** practitioners completed!
- CALD 3 Working with Refugee Patients - **552** practitioners completed!
- CALD 4 Working with Interpreters - **624** practitioners completed!
- CALD 7 Working with Religious Diversity - **253** practitioners completed!
- CALD 8 Working with CALD Families - Disability Awareness - **173** practitioners completed!
- CALD 9 Working in a Mental Health Context with CALD Clients - **125** practitioners completed!

CALD face-to-face only training courses: CALD 5 Working with Asian Mental Health Clients  
CALD 6 Working with Refugee Mental Health Clients

*"I was able to apply the skills in your course and the results were amazing, clients were calm and their response was with interest. Thank you for this helpful course."*

## Best Practice Principles: CALD Cultural Competency Standards & Framework

The Best Practice Principles is a very useful, informative document and a guide for DHB provider arm, primary health and NGO funders, planners, service development managers, management, workforces for developing best practice approaches (to access the document go to [www.caldresources.org.nz](http://www.caldresources.org.nz) under Asian, Migrant and Refugee Health Publications). The purpose of this document is to:

1. Provide information about CALD population demographics and characteristics, increasing workforce diversity, service barriers and why the need for cultural competence.
2. Recommend best practice approaches to guide clinical leaders, management, funders, planners, health workforce working in DHB Provider Arm, the Primary Health and NGO sectors about:
  - a. what is required to achieve the Best Practice Principles for CALD Cultural Competency Standards
  - b. what is required to achieve cultural competencies for working with CALD service users and what cultural competency training and resources are available to support the workforce
  - c. what are the competencies and training required for the workforce working in a multicultural health environment

*CALD in this document refers to migrant and refugee populations from Asian, Middle Eastern, Latin American, and African (MELAA) backgrounds.*

To find out more about the courses, [www.caldresources.org.nz](http://www.caldresources.org.nz)