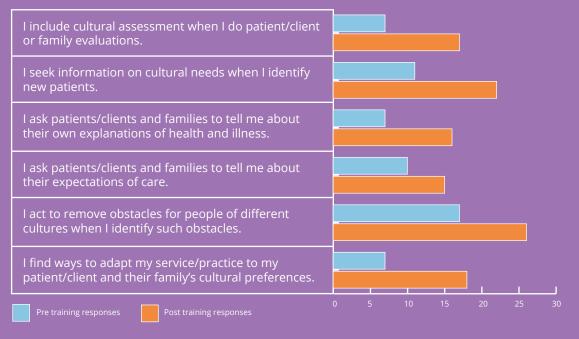


Aim: Evaluate the face to face and online CALD cultural competency course post training improvements in learners' attitudes and behaviours when working with Culturally and Linguistically Diverse (CALD) patients and families and in patient experiences.

A snapshot showing post training improvements based on the number responses to the following statements for the frequency ("Always") before training and after training:



Conclusion: There is clear evidence of improvement with more consistent use of cultural assessment, asking patients for explanations of health and illness; and expectations of health care.



181 invitations were sent successfully



59 (32.6%) responses

## Post training quote from a respondent:

"I am more aware of some of the barriers to health care and go outside the usual box to facilitate access to the service I am involved with. I am more aware of the journey and experience that they are going through."

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For more information about CALD courses go to www.eCALD.com